

STATE OF FLORIDA

COMMISSIONERS:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF COMPETITIVE SERVICES
WALTER D'HAESELEER
(850) 413-6600

Public Service Commission

June 28, 2001

Magalie Roman Salas
Federal Communications Commission
Consumer Information Bureau
Disability Rights Office
445 12th Street, SW
Washington, DC 20554

Re: Docket No. 98-67 Annual Summary of Relay Complaints

Dear Sirs:

In accordance with FCC Order No. 00-56, I am submitting a summary of the complaints filed with Sprint about its Florida relay service.

From June 2000 through May 2001, there were 278 complaints filed about Sprint's relay service. These complaints represent approximately .009% of the Florida outbound calls placed on Sprint's relay network. Each of these complaints were resolved within the FCC's time requirements without intervention from the Florida Public Service Commission.

If you have any further questions, please do not hesitate to contact me at (850) 413-6408 or bsalak@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Beth W. Salak".

Beth W. Salak
Assistant Director
Division of Competitive Services

BWS:sh
Enclosure



Robert Giuntoli
Account Manager
Government Service Division - TRS

Sprint Relay
222 West Coleman Boulevard, Suite 114
Mt. Pleasant, SC 29464-3494
Voice 843 856 8924
Fax 843 971 6809
TTY 800 644 2289
robert.w.giuntoli@mail.sprint.com

June 18, 2001

Ms. Beth Salak
TRS Administrator
FL Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

2001 JUN 19 PM 3:32
DIVISION OF
COMPETITIVE SERVICES

Dear Ms. Salak,

Please find attached the annual complaint log (attachment #1) for State of Florida as well as a summary (attachment #2) for your use with filing with the FCC. As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. Please note that your state must file a summary of this log (attachment #2) indicating the number of complaints received with the FCC by July 1, 2001 to the following address:

Federal Communications Commission
Consumer Information Bureau
Disability Rights Office
445 12th Street, SW
Washington, D.C. 20554

For your reference, Sprint has included the FCC language requiring this action:

Original February Order:

We agree with parties that requiring state applicants for TRS certification and interstate TRS providers to maintain a log of consumer complaints that allege a violation of the federal minimum standards would substantially help the Commission monitor the service quality of the relay programs. We will adopt such a requirement. The logs must include all complaints alleging a breach of TRS rules, whether they were filed with the TRS provider or the State, and must be retained until the next application for certification is granted. The log shall include, at a

01 JUN 19 PM 11:22
MAIL ROOM

minimum, the date that the complaint was lodged, the nature of the complaint, the date of resolution and how it was resolved. If state TRS programs and providers are in compliance with federal minimum standards, maintaining the log should not be burdensome. **In addition, we will require that summaries of these logs indicating the number of complaints received must be submitted annually to the Consumer Information Bureau, Disability Rights Office, 445 12th Street SW, Washington, DC, 20554, and at the time of certification.**

This information will provide an early warning system to the Commission of possible service quality problems during the five-year certification period. In addition, it will allow the Commission to determine whether the state has appropriately addressed consumer complaints during the certification process. It will also enable the Commission to spot national trends that may lend themselves to coordinated solutions. Finally, the information will be available to enable states to communicate with one another to learn how other states have resolved certain complaints.

June Order on Reconsideration:

Additionally, we establish a date certain for the annual submission of complaint log summaries by states and TRS providers to the Commission by July 1 of each year. In the *TRS Order*, the Commission required state applicants for TRS certification and interstate TRS providers to maintain a log of consumer complaints that allege a violation of the federal minimum standards. The Commission also required that summaries of these logs indicating the number of complaints received be submitted at the time of certification, and annually to the Commission. The particular date by which the annual submission must occur was not specified in the *TRS Order*. We find that establishing a date certain in the rules for submission of this information to the Commission will enable the affected entities to comply with our rules in a consistent and non-discriminatory manner. In this Order, we amend our rule to require that complaint log summaries indicating the number of complaints received by states and TRS providers for the 12-month period ending May 31 must be submitted by the states and TRS providers to the Commission by July 1 of each year, beginning in 2001. Additionally, we amend our rule to remove the requirement that complaint logs must be submitted at the time of certification. Current TRS certifications must be renewed prior to their expiration on July 26, 2003. Updated complaint data in the annual July 1 submissions can be used to assist us in evaluating the certification applications. There is no need, therefore, to require an additional submission "at the time of certification."

Recently, some states were in contact with the FCC staff to further clarify requirements in order to ensure compliance. Sprint is prepared to offer your state additional support, should the FCC order additional requirements above and beyond the current rules and order. Sprint will work with the state, as your partner in delivering additional information required of all states and carriers. We are confident that our records and systems will support any additional requirements, should they be ordered by the FCC.

If you have not maintained your own log of consumer complaints, you may wish to use the attached complaint spreadsheet for submittal to the FCC. This log period, running June 1, 2000 through May 31, 2001, contains a summary of the total number of complaints received for each type of complaint on a month to month basis and also provides totals for this twelve-month period.

Should you have any questions concerning this summary log, please contact your account manager.

Best Regards,

Paula J. Holbrook

Paula J. Holbrook
TRS Program Manager

Best Regards,



Robert Giuntoli
Florida Account Manager

Attachment #1: Complaint Log Summary for Period of June 1, 2000 – May 31, 2001

Attachment #2: Summary of Complaints for Period of June 1, 2000 – May 31, 2001



Florida Relay Service

June 2000 - May 2001

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	
SERVICE COMPLAINTS														
#00 Answer Wait Time	1		1	3	3		1			1			10	
#01 Dial Out Time			1		1								2	
#02 Didn't Follow Database Inst.				2			1			1	1	2	7	
#03 Didn't Follow Cust. Instruct.	1	2		3		2	2	5	4	1	1	1	22	
#04 Didn't Keep Customer Informed	1		1		1	1	7	1	2		1	1	18	
#05 Agent Disconnected Caller	1	3	10	2	4	2	1	7	3	3	1	3	40	
#06 Poor Spelling		3			1	1		1		1		1	8	
#07 Typing Speed/Accuracy								3		1	2	1	7	
#08 Poor Voice Tone	1			1				2		1			5	
#09 Everything Relayed	1				1		1						3	
#10 HCO Procedures Not Followed	2		1	1									4	
#11 VCO Procedures Not Followed	2	1	2	1							1		7	
#12 Two-Line VCO Procedure Not F													0	
#13 Background Noise Not Typed													0	
#14 Feelings Not Described													0	
#15 Recording Feature Not Used										1			1	
#16 Noise in Center			1										1	
#17 Agent Was Rude	7	2	1	3	3	1	3	6	2	1			29	
#18 Problem Answer Machine	1		1			2		1		1	1		7	
#19 Spanish Service					2					1			3	
#20 Speech to Speech													0	
#21 Other Problem Type Complaint			2	4		1	8	2	3		1	4	25	
TOTAL	18	11	21	20	16	10	24	28	14	13	9	13	197	
TECHNICAL COMPLAINTS														
#22 Lost Branding		1	2					1					4	
#23 Charged for Local Call						1							1	
#24 Trouble Linking Up					1			1		2	2	1	7	
#25 Line Disconnected					2								2	
#26 Garbled Message		2		1	2	1	1		1			1	9	
#27 Database Not Available													0	
#28 Split Screen													0	
#29 Other Technical Type Complaint	2		2	4	7			1		1	1	1	19	
TOTAL	2	3	4	6	12	2	1	3	1	3	3	3	42	
MISC COMPLAINTS														
#30 Rates	1	1	1						1				4	
#31 OSD													0	
#32 No 900 Number													0	
#33 Carrier of Choice					2	1	1					2	6	
#34 Network Recording													0	
#35 Other	4	7	4		5	1	3	2			2	1	29	
TOTAL	5	8	5	0	7	2	4	2	1	0	2	3	39	
TOTAL CONTACT	25	22	30	25	35	14	29	33	15	16	14	19	278	

Attachment # 2

**Summary Log for June 1, 2000 – May 31, 2001
Florida Relay**

For the period of June 1, 2000 through May 31, 2001, Sprint processed 2,967,249 outbound calls on behalf of Florida Relay, receiving a total of two hundred seventy eight (.009%) customer complaints. All two hundred seventy-eight complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these two hundred seventy-eight complaints were escalated for action to the State of Florida or to the Federal Communications Commission.

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
MICHAEL A. PALECKI
RUDOLPH "RUDY" BRADLEY

STATE OF FLORIDA



DIVISION OF COMPETITIVE MARKETS &
ENFORCEMENT
WALTER D'HAESELEER
DIRECTOR
(850) 413-6600

Public Service Commission

June 18, 2002

Magalie Roman Salas
Federal Communications Commission
Consumer Information Bureau
Disability Rights Office
445 12th Street, SW
Washington, DC 20554

Re: Docket No. 98-67 Annual Summary of Relay Complaints

Dear Sirs:

In accordance with FCC Order No. 00-56, I am submitting a summary of the complaints filed with Sprint about its Florida relay service.

From June 2001 through May 2002, there were 253 complaints filed about Sprint's relay service. These complaints represent approximately .008% of the Florida outbound calls placed on Sprint's relay network. Each of these complaints were resolved within the FCC's time requirements without intervention from the Florida Public Service Commission.

If you have any further questions, please do not hesitate to contact me at (850) 413-6408 or bsalak@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Beth W. Salak".

Beth W. Salak
Deputy Director
Division of Competitive Markets
and Enforcement

BWS:sh
Enclosure

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us



Ken Goulston
Account Manager
Telecommunications Relay Service

Government Systems Division
400-H Northeast Drive
Columbia, SC 29203
TTY 800 644 2289
Fax 803 691 4975
Pager Kgoulston@wyndtell.com
kenneth.a.goulston@mail.sprint.com

Beth Salak
Florida PSC
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Beth:

Sprint has provided you the following information to support your filing with the FCC for the State of Florida:

- ♦ Annual Complaint log includes *the number of complaints received* that allege a violation of federal TRS minimum standards, *the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.*
- ♦ Annual Summary includes total outbound calls, total complaints for the reporting period June 2001 - May 2002, and percentage of complaints to total outbound calls information.
- ♦ Annual Tally Report will be total complaints by category.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. Please note that your state must file the Complaint and Summary logs (attachments 1 and 2) and a report (attachment #3) that indicates the number of complaints received for Florida with the FCC by July 1, 2002 to the following address:

Attn: Erica Myers
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW, Room 5-C212
Washington, DC 20554
or by email at emyers@fcc.gov

For your reference, Sprint has included the FCC language requiring this action:

May 31, 2002 Order:

“The Federal Communications Commission Consumer & Governmental Affairs Bureau reminds states and telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2002 on or before July 1, 2002.

2002 JUN 21 PM 3:12
FEDERAL COMMUNICATIONS COMMISSION
CONSUMER & GOVERNMENTAL AFFAIRS BUREAU
445 12TH STREET, SW, ROOM 5-C212
WASHINGTON, DC 20554

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state applicants for TRS certification and TRS providers to maintain a log of consumer complaints that allege violations of the federal minimum standards. These logs are intended to provide an early warning system to the Commission of possible service quality problems during TRS providers five-year certification period. Additionally, this information allows the Commission to determine whether the state has appropriately addressed consumer complaints during the certification process and to spot national trends that may lend themselves to coordinated solutions. It further enables states to communicate with one another to learn how other states are resolving complaints. Complaint log summaries should include information pertaining to complaints received between June 1, 2001 and May 31, 2002. Carriers are reminded that the rules require that complaint log summaries shall include ***the number of complaints received*** that allege a violation of federal TRS minimum standards, ***the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.*** The Commission requires that this information be included in the complaint log summary for the aforementioned purpose of alerting the Commission of possible service quality problems. The complaint log summary must be filed with the Consumer & Governmental Affairs Bureau, Disability Rights Office.

States and TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Monday, July 1, 2002. To expedite the processing of complaint log summaries, States and TRS providers are encouraged to submit an additional copy to Attn: Erica Myers, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 5-C212, Washington, DC 20554 or by email at emyers@fcc.gov. Electronic filings should be made using the Electronic Comment Filing System (ECFS). Reports filed through the ECFS can be sent as an electronic file via the Internet to <http://www.fcc.gov/e-file/ecfs.html>. States and TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in *read-only* mode and must be clearly labeled with the State and TRS provider name, the filing date and captioned *Complaint Log Summary*.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor, Vistrionix, Inc., will receive hand-delivered or messenger-delivered paper filings for the Commission's Secretary at 236 Massachusetts Avenue, N.E., Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m.

All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H.

Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-A325, Washington, DC 20554.”

Sprint will work with the state, as your partner in delivering additional information required of all states and carriers. We are confident that our records and systems will support any additional requirements, should they be ordered by the FCC.

This log period, running June 1, 2001 through May 31, 2002, contains a summary of the total number of complaints received for each type of complaint on a month to month basis and also provides totals for this twelve-month period.

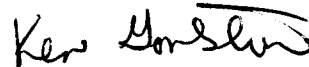
Should you have any questions concerning this summary log, please contact your account manager.

Best Regards,

Barbara Narvaez

Barbara Narvaez
TRS Product Manager

Best Regards



Ken Goulston
Florida Account Manager

Attachment #1: Complaint Log Summary for Period of June 1, 2001 – May 31, 2002

Attachment #2: Summary of Complaints for Period of June 1, 2001 – May 31, 2002

Attachment #3: Annual Tally Report for Period of June 1, 2001 – May 31, 2002



Florida Relay Service

June 2001 - May 2002

SERVICE COMPLAINTS												TOTAL	PCT.
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	
#00 Answer Wait Time	1				1		1					1	3
#01 Dial Out Time			1										2
#02 Didn't Follow Database Inst.	1	4	2	1	2	2		5		1			18
#03 Didn't Follow Cust. Instruct.	1	2	3	2	5	2	1	1		1			18
#04 Didn't Keep Customer Informed		1	1	1	1	2	1	2		1	1	1	11
#05 Agent Disconnected Caller	3	1	6	5	4	4	2	5	3	1	2	1	37
#06 Poor Spelling	1		1	2	1	1	1	1	1				8
#07 Typing Speed/Accuracy	1	2	1	2	4			1				2	13
#08 Poor Voice Tone		1		1	1	1				1			5
#09 Everything Relayed					3					1			4
#10 HCO Procedures Not Followed			2							1			2
#11 VCO Procedures Not Followed				1					3		1		5
#12 Two-Line VCO Procedure Not F	1												1
#13 Background Noise Not Typed					1	1							2
#14 Feelings Not Described	1	1											2
#15 Recording Feature Not Used													0
#16 Noise in Center													0
#17 Agent Was Rude	1	3	1	2	3	1		1	2	3	1	1	19
#18 Problem Answer Machine	1		1					3	2	1	2	1	11
#19 Spanish Service													0
#20 Speech to Speech													0
#21 Other Problem Type Complaint	3	2	3	4	6	4	2	4	4	5	3	3	43
TOTAL	15	17	22	21	32	17	8	23	15	14	10	10	204

TECHNICAL COMPLAINTS												TOTAL	PCT.
#22 Lost Branding		2										2	4
#23 Charged for Local Call													0
#24 Trouble Linking Up	1	1	1	2	1	2				1	3	3	12
#25 Line Disconnected													0
#26 Garbled Message							1	2	1				4
#27 Database Not Available				2								1	3
#28 Split Screen													0
#29 Other Technical Type Complaint	1	3	1		1			2	1		3	2	14
TOTAL	2	6	2	4	2	2	1	4	2	0	4	8	37



Florida Relay Service June 2001 - May 2002

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PGT.
#30	Rates													0	0%
#31	OSD													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice			1					1				1	3	25%
#34	Network Recording										1			1	8%
#35	Other	2	3	1	1									8	67%
TOTAL		2	3	2	1	0	0	0	1	1	1	0	1	12	
TOTAL CONTACT		19	26	26	26	34	19	9	28	18	15	14	19	253	

Attachment # 2

Summary Log for June 1, 2001 – May 31, 2002 Florida Relay

For the period of June 1, 2001 through May 31, 2002, Sprint processed more than 3,086,424 outbound calls on behalf of Florida Relay, receiving a total of two hundred fifty-three (0.008%) customer complaints. All two hundred fifty-three complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these two hundred fifty-three complaints were escalated for action to the State of Florida or to the Federal Communications Commission.

Complaint Tracking for Florida

June 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9172	06/07/01	7	Customer complained that agent was the worst she's ever had. The agent could not type and kept saying one moment pls. and caller could not understand what the opr was saying. Customer stated that the call was a waste of money because they had to keep repeating everything.	06/07/01	Apologized to caller and let her know that I took all of the info but was unable to follow up because there was no agent nbr provided.
9013	06/07/01	4	Agent did not inform caller if msg. was left on ans. mach and then hung up. Apologized to caller and informed them a Supervisor would follow up w/agent.	08/17/01	Spoke w/agent regarding call and agent remembered call and stated she sent the appropriate macro (msg. left) but did not get a response from customer. Agent waited for response but did not receive one. Supervisor inquired as to why the agent did not request assistance at this point, and agent admitted that she would have, but the call disconnected and another call arrived immediately after. Informed agent of the importance of keeping caller informed.
9013	06/07/01	5			
4232	06/12/01	12	2LVCO agent should have asked for assistance when call comes in if she had never processed one before, so call could have gone smoothly. Supervisor asst. observed call. There was some confusion at start of call due to recorded msg. on customer's 2nd line. CA followed correct procedure.	06/13/01	Thanked and apologized for inconvenience. The customer was satisfied w/feedback. Supervisor asst. observed the call. There was some confusion at start of call due to recorded msg. on customer's line. CA followed procedure.
9179	06/14/01	18	Agent did not type ans. mach msg., just sent ALT 8 (ans. mach) GA. Instructed agent to redial and lv msg. and he did. Before caller could type thank you, agent sent macro (ur welcome) SKSK - cutting caller off. Asked for agent nbr (which he provided) and then asked him to call Supervisor and line disconnected.	06/15/01	Informed customer complaint would be written up. Spoke to agent regarding issues and agent admitted to almost everything. Only thing agent disagreed with was cutting off customer. Appropriate action taken w/agent.
9179	06/14/01	5			
9179	06/14/01	15			
9956	06/15/01	29	Technical difficulties on VCO call. When agent types, TTY tones are being transmitted.	06/28/01	Apologized to customer for inconvenience. Had agent to log out and log back in as this was not a recurring problem. Problem fixed thereafter.
9959	06/16/01	21	IB stated that agent broke transparency twice.	06/16/01	Supervisor told caller that the agent would be coached on the matter.
3089C	06/19/01	24	Customer reported inability to reach nbr to his bank through FL Relay. CS placed test calls to nbrs and also received recording stating your call cannot be completed - pls. try your call again. CS entered TT # 03905192. Told customer they would be contacted when any info found out from tech. Apologized for inconvenience.	07/01/01	Techs & CS were not able to duplicate the problem. TT closed. AM contacted customer and learned that they are no longer having problems.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3093C	06/20/01	00	Customer called and said he wanted to make a suggestion to help Relay. He said he had been calling Relay and it took 30 mins to reach Relay.	06/20/01	I verified customer was dialing correct RL Relay TTY nbr. I put customer on hold and dialed FL Relay TTY nbr and got through immediately. I informed customer that I was able to get through fine. I asked customer if they were calling from home or work and they said home. I suggested to the customer that it may be some problem w/their phone or line and they said no. They said no, that they could tell the phone was continuing to ring and ring until finally a Relay opr answered. They did not provide me w/the opr nbr. I thanked customer for calling & apologized. I asked them if they would like to leave their name and nbr and they refused.
3094C	06/20/01	6	Complaint about agent's spelling. CS apologized to customer for bad experience on call and thanked them for taking time to call it to our attention.	06/21/01	FL response: While investigating the issue surrounding this complaint, I have no concerns w/the agent's spelling. I spoke w/the agent regarding this complaint and she did however recall processing this call. She informed me that the caller kept asking her to repeat the msg. because it was garbled, however it was not garbled on her screen. The agent's defense had some validity because this has been known to happen. I coached the agent on the importance of typing accurately when relaying.
3102C	06/21/01	2	Voice customer transferred to CS because of inability to use Verizon. CS put note in CDB and instructed customer to try call again. Customer called back because call still did not go through. CS suggested he verbally tell agents to bill Verizon LD. He was upset that Relay is not handling this process well. He feels that when a call connects to that recording the agent should be trained to tell the caller that they need to update their carrier and offer to transfer to RCS. Also that once the carrier is set up the agents need to pay attention and know how to process the call. CS empathized w/customer & apologized for inconvenience he had experienced.	06/26/01	I spoke to the agent and we discussed the importance of adhering to customer notes. However, the agent stated that she was not at work at the time that the complaint came in. After investigating, that in fact was the case.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3110D	06/23/01	17	This agent had me so upset, I'm not certain what her ID nbr was - 2003F or 2030F; something like that. She got me so very aggravated. I have been using this service for over a year and have never had this happen to me before. The gentleman I called can hear me, I was telling him in a long drawn out manner what was going on when she interrupted and said "Why don't you just say your depressed?" I said something to her about this and from that point on, she didn't say a word during the conversation. I have never had an agent do this to me. CS apologized to her for what happened and let her know that I would get this written up immediately and forward it to the appropriate ctr.	06/26/01	Spoke to the opr about call. Opr insists she read what was typed to her by the HCO user, but added that the voice party was trying to respond while the opr was relaying. The comment that the customer references was actually typed by the HCO user according to the opr. Placed a follow up call to the customer and explained what the opr alleges to have occurred. Customer felt her caller wouldn't have said that, but said she would check w/him. Offered my name and office nbr and encouraged a call back should she discover something different than opr's insistence and said I would give her a call back to avoid LD charges for her. Thanked her for her time and patience and encouraged her to continue to use this process to advise us of the quality of service received, whether good or bad. Received a call back from customer. Left a msg. to say she was wrong and really needs to apologize. Will advise the opr in question and document the apology in appropriate records.
3110D	06/23/01	21			
3116D	06/25/01	21	Caller said last wk, she got a msg. left by Relay agent 9081F and there was a blank on the msg. She wanted to have this investigated to see if she could find out who called her. She said she does not want agent to get in trouble, but wanted to know who called her. She further stated this this agent has done calls for her before and always did a nice job. She again said she did not want agent to be in trouble.	08/17/01	Agent was in nesting period of new hire training when she processed this call. There is not enough info provided by customer regarding this incident to give a substantial resolution. We would need additional details surrounding several aspects of call in order to reach a conclusion. However, the agent was addressed regarding the appropriate procedures to use when leaving a msg. on an ans. mach. Two scenarios were illustrated: 1) IB VCO leaving a msg. on a voice party ans. mach and 2) IB voice party leaving a msg. on a VCO TTY. QA will follow up w/employee on a wklly basis in order to ensure that she fully understands VCO call procedures. She will also attend refresher training sessions designed specifically to review VCO issues.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8674	06/25/01	5	CA hung up on me. We had been talking for 10 mins. Then after that, she hung up on me. She does not type at all. I typed hello GA, hello Ga. CA did not respond at all. Nothing back to me.	06/25/01	I apologized for bad service & inconvenience. No customer info for follow up.
9394	06/25/01	3	TTY user stated that agent threatened to misdial LD call instead of 800 nbr.	06/28/01	Agent dialed requested nbr and TTY user felt like she was being threatened.
9295	06/26/01	5	Customer complained that opr hung up on them in the middle of call. They just stopped typing.	07/09/01	Explained to customer that this will be investigated and we will figure out what happened. The QA Supervisor spoke w/agent to discuss what happened. Agent does not recall this incident. She stated if she lost any calls a Supervisor would have been notified immediately. Agent was further coached on filling out CA feedback forms.
3134D	06/28/01	35	Customer understands caller ID is starting in FL. Customer says her & her friends do not like it. Customer says if her & her friends see someone's phone nbr on there she does not know, they do not answer it, but will answer calls that say FL Relay. Now she will not be able to distinguish between Relay calls and direct calls. She would like a call back from the AM about this and she would like to get it changed. CS thanked customer for calling and told her would forward her concern on to AM and he would get back to her.	06/28/01	AM spoke w/customer on 6/28 and had good discussion & explained "function equivalency" use of phone/Relay/caller ID. She understood. No problem.
3144D	06/30/01	35	Customer says they were in contact w/Bell South TCCD and were told that 711 is now available in FL. Customer stated they were unable to call Relay via 711. CS informed customer that 711 is not due to be functional until 8/1 in FL. Customer suggested contacting Bell South TCCD and tell them not to be giving out info to use 711. CS tried to contact TCCD per nbr customer gave but it came up invalid.	07/02/01	711 starts in FL on 8/1. Couldn't reach customer due to no info. 711 test phase in FL starts on 7/1 and AM made test call and it works.
2259	06/27/01	17	CA was rude and said "are you listening to me - did you hear what I said" when the customer did not understand that he had reached a wrong nbr. Customer thought CA treated her husband like a child and was unprofessional at which time the customer admitted to getting upset and calling the opr a b-----.	06/27/01	Thanked the customer for the feedback and informed her that I will get back to her pending a follow up w/the CA. After follow up w/CA who admitted to using the above statement to the customer, I apologized to the customer for the unprofessional statement used. After follow up with the customer she attend to extend her apologies to the CA for calling her a bi***. Ca has been informed. - Randy Murbach

Complaint Tracking for Florida

July 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3154D	07/02/01	29	Caller complained about the payphone in FL home for the deaf that has a TTY in the drawer. When they dial to FL Relay TTY nbr, it is answered voice and drawer will not open. TT#03959674 entered. Apologized to caller for problem & assured her that a TT will be opened to see what could be found.	07/01/01	Our techs tested it and could not duplicate problem. Contacted customer and asked her to make a test call. She made the test call and reported no problem. Must be an user error at the beginning.
3169D	07/03/01	24	Customer's relative reports that customer having difficulty connecting to Relay. CS apologized & attempted to brand nbr for VCO and add a note. Customer's nbr appeared restricted on screen, which relative confirmed restriction for LD. TT#03965537 entered.	07/01/01	Our techs learned that there is a restriction placed on Sarah's phone by the local phone company. We can not brand her number. Sarah needs to call Bell South to resolve this. Spoke to Sarah and she understands. She will try and lift the restriction and get a LD carrier. When it is done she will call CS and get it branded for VCO.
1490	07/05/01	17	TTY user felt CA used an argumentative tone w/her. TTY feels she was mistreated by CA. CA also cut in & started typing before TTY finished.	07/05/01	I apologized for the trouble & assured caller CA would be coached. Reviewed word choices w/CA & suggested to stick w/macros. Typing was interrupted on both sides of conversation. CA understands typing etiquette.
3174D	07/05/01	2	Customer has a note that instructs the agents to slow typing to 50 wpm. Customer called saying opr 9954 typed so fast, customer could hardly read msg. CS apologized to customer for problem experienced. CS adjusted speed to 50 wpm and reconfirmed w/customer that speed was acceptable. Told customer complaint would be documented and forwarded to call ctr where agent located for coaching w/Supervisor.	07/09/01	FL response: Counseling session held w/CA and QA Supervisor in order to assess customer complaint. During session, 9954F advised that she had made an attempt to adjust the transmission speed of text to the customer. After performing this action 9954F assumed speed had been adjusted and continued processing call. Customer then informed CA that the speed was still too fast and CA successfully performed procedure again. QA dept gave CA several tools to utilize in order to assure that the transmission speed has been adjusted properly. One such guide that was advised was the delay in receiving a response from the TTY customer, once the agent has typed GA. The QA dept will perform periodic assessment evaluations to ensure CA fully understands this procedure.

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9412	07/05/01	3	TTY user provided the nbr to dial and the msg. that they wanted to leave. The agent dialed the nbr and typed the recorded msg., then proceeded to redial to leave the msg. The TTY user questioned agent about the situation and became upset w/the response given. I apologized to caller for inconvenience and informed them that the complaint would be documented.	07/05/01	Spoke w/agent regarding complaint and action was taken w/the agent.
9460	07/05/01	7	Customer says that the opr did not follow procedures and made a lot of mistakes. Opr gave info that wasn't accurate.	07/11/01	Apologized to customer and explained incident would be investigated. Agent coached on matter.
3183D	07/06/01	2	Customer w/a Pac Bell rep on the line. She calls from CA through FL Relay to her mother (area code 941) in FL. She had reported to RCS on 5/6/01 that she uses Vartec for LD and a note was entered in the CDB. She says her June phone bills has all her calls to FL billed through Sprint and she is very upset that the agents are not following the CDB notes. She also complained that the agents often do not know how to pull up the FD nbrs list to access her mother's phone nbr.	08/01/01	Customer did not follow through by sending copy of bill for adjustment. Could not contact this customer again.
3193D	07/08/01	2	Opr did not use FD. CS thanked customer for calling and apologized for the problem. Explained opr will be coached. Customer did not want to leave their name or nbr.	07/08/01	Spoke w/agent regarding complaint. She did inform me that she had forgotten how to pull up the FD nbr list and did not request assistance. Agent coached on proper procedures.
9179	07/10/01	5	TTY user complained that she gets hung up on much too often on calls. Left name & nbr for follow up.	08/16/01	Supervisor met w/agent and agent stated that she does not remember this particular call, however all info was given to tech support to follow up and try to resolve issue.
9434	07/11/01	4	Customer complained that CA did not announce herself when she took over the call. When customer asked CA why she didn't announce her self, the CA replied by typing SKSK. This happened 3 times, w/agent giving same response (SKSK) each time. After the 3rd time, another agent (9900M) took over the call, at which time customer called for Supervisor and made complaint.	07/12/01	Told customer that agent's behavior was unacceptable and that we would follow up w/the agent. Agent was coached.
3205D	07/12/01	22	VCO branding dropped off. CS explained what could be causing this problem this morning, the customer line was not branded as it should be for VCO. Nbr branded in past, but branding not in place now. CS rebranded nbr and thanked customer for letting us know and informed her to notify of any further difficulty.	07/12/01	Rebranded VCO nbr and will check in 3 days to be sure branding in place. There has been technical issue regarding branding on VCO and HCO calls. Rhonda from Force informed that the problem had been resolved. Agents were still coached on utilizing ALT V.

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3214D	07/12/01	22	VCO branding dropped off. CS explained that techs are aware of issue TT#03995654 and are currently working to resolve it asap. Explained how to place and receive VCO calls in the meantime.	07/01/01	No customer info for follow up.
9442	07/13/01	17	Customer stated agent was very rude and very hostile tone w/him. Customer stated "basically, I thought she had an attitude."	07/25/01	Apologized to the customer for the inconvenience. Told him we will look into this and get back to him. I thanked customer for the info and again apologized. Agent was coached.
3232D	07/16/01	35	Customer emailed CS Dept. saying he calls to Drs & businesses & gets hang ups and people not being patient to listen. He suggests ops start out by saying "the person on the line is (his name) who cannot speak (or hear & speak). I am the relay opr who will relate to you what he will be saying..pls say GA when you are done." CS replied to email & thanked him for contacting us. Asked him for more info - which Relay he is using and where he is calling from. Customer replied by email on 7/17 stating he is using FL Relay (TTY). CS replied by thanking him for contacting the dept and let him know the AM would be in contact w/him via email regarding this matter.	07/17/01	AM sent email on 7/17 explaining how our opr greets & explains Relay Service. Explained that a customer has an option to customize greeting at beginning of call.
9563	07/18/01	24	The customer said that the agent demanded that she (the customer) be branded VCO. The customer wished to type but the agent kept sending "voice now" repeatedly.	07/20/01	Agent stated that she did not tell the customer that she should be branded. The reason that she kept sending the CTRL 0 macro was because when she would press ALT V she would hear TTY tones, but when she closed the bridge, the customer would not type. She thought that the customer was trying to indicate to her that she was a VCO customer. The agent was coached.
3290D	07/24/01	21	Caller stated that this agent typed in an unknown language. It seemed it was Creole or Haitian, but not English. The agent needs to be coached and to learn the English language. CS apologized to customer.	07/27/01	The agent mentioned in this complaint was not at work at that time and does have a later shift. If the customer did receive this problem it may have been due to a technical problem that we experienced on 7/24 and 7/25. Those days have been documented where this ctr was either losing calls or customers received a lot of garble. We had been experiencing T hits on those days.

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9568	07/24/01	3	Customer gave her msg. to leave and she dialed Relay service nbr instead and also 2 more ops did same thing. An opportunity for an apology was not available because customer hung up after typing complaint.	08/16/01	Agent states that when call came into ctr, she requested a Supervisor to assist w/call. Supervisor assisted on call and stated that customer only typed "call customer service toll free hello GA". Caller was asked several times to repeat the nbr to dial. Customer typed "open your eyes and look at what was typed". Customer got upset and hung up.
3288D	07/25/01	21	Customer did not wish to provide personal data for follow up. Customer wanted to report that FL Relay ops are screwing up. She did not have specific ID nbrs or problems encountered. Customer said she's been using the Relay service for many years and knows when the agents are screwing up and they are. CS apologized for any inconvenience she has experienced and explained that the FL call ctrs had been experiencing technical difficulties and may be the cause of the problems she recently encountered. The customer insisted it was nothing technical but that the ops didn't know how to do their job. CS advised that the general complaint would be documented, but that in the future it would be best for her to make note of the agent's ID nbrs, date, time & specific complaint so that a Supervisor could provide additional coaching or training as necessary.		
3304D	07/26/01	35	Customer wanted name of top person w/Sprint for FL Relay. CS gave her RG's name and TTY and voice pager nbr. Customer stated that she wants FL Relay to not show anonymous on her caller ID. CS explained that FL does have caller ID feature for local calls. She said she was talking about LD calls and she wants a Relay nbr to show or something identifying it as a Relay call, not just the person's phone nbr. She mentioned her son is a Director of Relay TX. Customer requested AM give her a call back.	07/01/01	AM attempted to call customer 3 different times on 7/27 and was unable to make contact. AM will watch for her to call AM on TTY or pager.
3316D	07/30/01	29	Customer unable to place 800 call even when agent uses REG 800. TT#04066050 entered and customer apologized to.	08/01/01	It was learned that it is a Bell South problem. Reported it to Bell South and they fixed it. Okay now.
9726	07/30/01	8	Voice customer complained that she could not hear the agent and the agent took little or no action to correct the problem.	07/03/01	Apologized for agent's behavior and informed the customer that it could have been a technical problem. Agent coached on phone professional and how to check equipment for trouble.

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3319D	07/31/01	2	Customer has FD nbrs in their CDB and also a note saying "customer uses FD nbrs and ER nbrs). Customer says both agent 9300M and 6423F did not know how to use FD. CS thanked the customer for calling and apologized and explained that agents will be coached and trained on FD.	08/01/01	Coached agent on how to access the frequently dialed list from a customer's database.
9556	07/30/01	15	Customer complained that while he/she was being transferred answering machine came on and agent 9038M did not type answering machine. Instead he sent macro (ans. mach playing) (beep) it said to leave a message after the beep.	08/07/01	I apologized to the customer, and thanked him for bringing it to our attention. Agent was coached on following all proper procedures when an answering machines come on the line they have to be type the message verbatim
3320D	07/31/01	17	Voice caller reported receiving a call through FL Relay to her work place. Relay opr was rude and abrupt when the TTY user requested a mgr., the opr thought the voice person had put them on hold, the opr said "oh, she's getting a little bitter". The voice person said "excuse me, are you talking to me?" and the opr responded "oh, no I am talking to myself". The mgr. then took over the call and the mgr. also reported that the opr was rude w/him. CS apologized for problem encountered.	08/27/01	Spoke w/agent & agent stated that the TTY user requested to speak to the mgr. The agent also stated that the OB thought that what was relayed was the agent speaking instead of the TTY user. Agent said that she felt OB voice was rude. Coached agent on better ways to handle calls when the OB is not being receptive or being difficult. Explained that agent is not to get defensive or take call personal. Agent very receptive and polite, will follow up w/QA scans.
3322D	07/31/01	7	Caller said she works for a deaf service and in her job she is helping people get set up to use the Relay service. She said her call w/agent 9004F was so discouraging and it upset her that she was recommending a service in FL where so many agents have difficulty reading and typing the English language. This typist was so very slow that she timed the agent on one short sentence and it took her 30 secs to type just a few short words, and to top it off, the agent was yawning as if she was very disinterested in her job. Caller went on to say that she uses the Relay so frequently as most of her clients are deaf and there are many ops in FL ctr w/same problems of being very slow typists.	08/16/01	Agent was addressed regarding the issues outlined in this complaint. The agent was advised that typing speed, accuracy and verbatim are vital aspects essential to processing relay calls efficiently. Agent also coached on appropriate telephone etiquette. If for some reason the agent has to yawn, sneeze, cough, etc., the agent was advised to use the mute feature. Agent also addressed regarding voicing customer responses using spirit and expression. In an effort to increase typing speed and accuracy, agent will be assigned to typing tutorial program. QA will do wkly blind monitoring sessions in order to assess agent's progress.
9615	07/31/01	35	Caller stated that every time a call comes through for his wife, who is a VCO user, he picks up the phone and never hears an opr but always TTY tones.	07/31/01	Apologized to caller and informed him that our ops are trained to turn on TTY only when a TTY or VCO user is connected and that they are trained to not turn on TTY when there is a voice person on the line. I informed him that his complaint would be documented.

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August 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3327D	08/02/01	5	Customer wanted to report opr who hung up on them after she was asked to make another call. CS apologized to customer for inconvenience and thanked her for letting us know. Told her the report would be sent to the call ctr Supervisor.	08/07/01	Spoke w/agent & she informed me that she would never do such a thing. She advised me that she is aware of consequences of disconnecting calls. The agent was coached and informed if she accidentally disconnects a call, that it needs to be reported immediately.
6206	08/04/01	5	Agent got tired of redialing so he hung up on me when I kept asking him to redial. Thanked customer and will send to Supervisor.	08/06/01	Spoke w/agent and was advised that he did not hang up on anyone. Agent coached on policies & consequences of disconnecting calls.
3346D	08/06/01	29	Customer contacted Sprint TRS CS to report that caller ID in FL is not working for her nbr. She has caller ID unit from her local phone co and it works fine for direct calls, but calls through FL Relay show up unavailable. CS told customer that a TT#04091922 would be entered regarding her problem and apologized for inconvenience.	08/01/01	AM spoke with customer for a long time and answered all of her questions. She was satisfied and happy with the follow up. There is no problem with Caller ID. Explained to her how it works for local and LD calls through relay.
3354D	08/07/01	7	Opr had lots of misspelled words & pausing. CS thanked customer for calling in, let them know this would be sent to appropriate ctr & apologized for inconvenience.	10/17/01	Agent was addressed regarding this complaint. Agent was also monitored for typing accuracy and does not appear to have any spelling issues. Reviewed the importance of backspacing and correcting typing errors when they are made. Agent will continue to be monitored by the QA dept to ensure that her typing accuracy continues to meet standards
3353D	08/07/01	3	Opr dialed wrong nbr and customer had to hang up to avoid LD call. CS thanked customer for calling in & let him know that I would forward this to the appropriate ctr. Apologized for inconvenience.	10/17/01	Addressed agent regarding this and although the agent does not remember this call I reviewed the procedures to be used when requesting immediate credit for customers, when the agent dials the wrong number. Advised the agent to pay closer attention when entering telephone numbers or any information. Agent will double check info before depressing the complete key. Agent will be monitored.
9472	08/08/01	5	Caller got disconnected.	08/24/01	Apologized to customer for inconvenience and informed him his complaint would be followed up. Agent stated he did not remember call, but was in training during this time. I explained the proper procedures to follow when experiencing technical difficulties. Agent understands that he is to always keep customer informed. TD will follow up w/evaluations & scans.

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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3363D	08/09/01	6	CA had lot of spelling/typing problems. CS apologized to customer for misspelled words during her Relay call & told her the report would be sent to the call ctr Supervisor. Thanked customer for letting us know.	08/10/01	After receiving complaint, agent was blind monitored for typing errors. Found very few typos when the screening was conducted. Spoke w/agent regarding complaint and explained importance of typing accurately. It was suggested to agent that she double-check the spelling of words before that info is transmitted to caller.
3359D	08/09/01	4	Caller gave info for call and agent never responded. CS advised caller that they hadn't heard of any tech problems, however, it could have been a tech prob. w/specific call terminal or intermittent phone line prob. at her nbr. Caller request contact from Supervisor regarding issue.	08/14/01	AM had a length conversation with customer and she now has no problems making relay calls. She then spoke to me on other issues regarding long distance and that she thinks someone is stealing her mail. Spoke to her on actions she could do. Okay now.
9622	08/12/01	5	Agent hung up on customer.	08/12/01	Supervisor spoke w/agent and agent stated she did not remember this particular call, and that she understand procedures to follow for call disconnecting. Follow up will be done by QA w/scans and agent was coached on call terminations.
4356	08/13/01	21	Caller was not making real calls - example: 1 800 (making up words). A Supervisor intervened and customer began harassing Supervisor. When advised that the agent needed a nbr to call or the line would be disconnected, the caller said they wanted to complain that the Relay was "mean and uncaring. Caller continued to avoid giving a nbr and 5 mins later the call was disconnected. It had lasted 46 mins.	08/14/01	Please be advised this caller is only harassing Relay and not making calls. No customer info for follow up.
9673	08/13/01	21	Agent didn't use parenthesis when speaking to customer. Broke transparency. Apologized to customer for incident and advised that this would be further investigated.		Agent informed of importance of remaining transparent. It is never proper to refer to a customer by his/her first name and if customer asks personal questions or was not using system to place a call, ask for Supervisor assistance. Agent also informed to use parenthesis when speaking to TTY user. QA will conduct remote monitoring sessions once a week to ensure that agent is following guidelines and procedures.
3388D	08/14/01	2	Customer has a note in the database that reads "Agent - adjust type speed to 30 wpm for all calls - CTRL down arrow". Customer reports problems w/some oprs because they do not have the typing set at 30 wpm. They either ignore my earlier requests citing it does not suit up to them.	08/15/01	After researching the ID nbr 9228F, it was discovered that this nbr was not issued to anyone at the time of complaint. The agent profile report was for this particular date, there was no one using the ID nbr on the date listed.

Complaint Tracking for Florida

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3395D	08/15/01	18	Customer states that she typed out msg. to agent to be left on ans. mach and after typing the msg. she never got any response from agent. CS thanked customer for letting us know and assured her that it would be sent to the ctr for investigation.	08/24/01	Spoke w/agent and she did not remember call. Went over proper procedures for handling calls, and what to do if agent encountered any technical difficulties. Agent was able to demonstrate proper ans. mach processing. Agent recently completed training, and will have a follow up w/training.
9632	08/15/01	5	Customer stated agent received the call and he instructed her to open the VCO line. Agent responded w/obscenity and disconnected call. Apologized to customer and told him we would follow up on complaint.	08/29/01	Supervisor met w/agent regarding complaint and agent states that this did not take place and under no circumstances would she address a customer rudely or use profanity. Agent has been blind monitored several times since this complaint and no acts of rudeness or profanity have been observed. Agent was polite and followed all procedures, however, the QA Dept will continue to monitor the agent to ensure that the agent is following procedures.
10550	08/16/01	3	2 Line VCO user complaining that agents speak too fast when greeting voice callers. She called in FL Relay on 8/14 at 2:25p and agent 9643M answered. He had an accent and spoke very fast and was not able to slow down when asked to.	08/16/01	Agent was advised to use a clear tone quality, w/accurate pronunciation and that his rate of speech must meet the specific request of caller. If customer informs the agent that he is speaking too fast or too slow, agent must change rate of speech to customer's request. The agent understands and agrees to follow these guidelines while processing calls. Agent will be monitored to make sure that he is following customer's instruction.
3405D	08/17/01	24	Customer says she has been trying since 8/1 to use 711 to connect to Relay. She says all she gets is ringing, no CA answers. I told customer to call her local telephone co to report the problem and that I would report this to Relay techs.	09/01/01	Am spoke with customer and she said after she reported it to Bell South they fixed it.
9975	08/18/01	1	Customer called & requested agent dial nbr. He waited for almost 3 mins and finally they call the nbr and then he kept waiting again and said hello several times. Apologized to customer for inconvenience and complaint will be entered on agent.	08/29/01	Spoke w/agent regarding complaint, agent stated that she remembered processing a call for a customer and she typed recording to TTY user, after she had finished typing, the TTY user responded hello, hello and then disconnected. Followed up w/QA scans, coached agent on importance of following proper procedures and responding to customers in a timely manner. Did not find any Relay concerns, will follow up w/additional scans.

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3432D	08/23/01	27	Customer complaining that all FL ctr agents are typing to her. Customer's nbr is branded for HCO and there is a note in CDB alerting agents that user is HCO. CS told customer that I would report this problem on a TT#04167721 as CS believes branding & database are not showing up for FL agents.	10/01/01	AM spoke with the customer about this and Am came to the conclusion that this is a training issue. AM sent email to PRC. Our techs made test calls too and found out that the HCO branding still works
9548	08/23/01	35	Agent was processing a call and was placed on hold by the OB. At that time, the TTY user proceeded to ask agent questions "are you Latin" & "I can tell you are not English because I don't understand what you type". Agent typed CA cannot get involved in conversation. Before the agent could finish the TTY user continued to interrupt w/more questions.	08/23/01	At the time the agent requested my assistance, as I tried to introduce myself, the caller interrupted me and kept saying that the agent was Latin cuz he couldn't understand what the agent was typing. I then began to explain to him that the agent's job is to type everything heard and is not suppose to get involved in the conversation. While I was typing the caller began to interrupt again. As I tried to respond back, he interrupted again by just pressing down the spacebar because the letters kept breaking up and spacing out. At that time I tried to inform him that due to his being uncooperative, I would disconnect the call and he continued to interrupt, so the call was disconnected.
9704	08/24/01	3	TTY user asked agent 9047F to press 2 when ans. service came on and TTY user got mad at 9047F. TTY user gave 9728M instructions for ans. service and agent hung up on TTY user.	08/28/01	Spoke w/agent and she did not remember call, but stated that she always followed customers' requests. Reviewed w/agent ans. mach call procedures. Agent scanned by QA and is a very good agent. Great customer care skills. Spoke w/agent 9728 and advised him on proper procedures on ans. mach calls. Also procedures to follow for all call disconnection's. Will follow up w/QA scans & refresher.
9704	08/24/01	5			

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3448D	08/25/01	27	Customer called to say that she asked an agent to dial a FD nbr, but agent told her there weren't any showing for the nbr she was calling from. Agent transferred her to CS so she could have the nbr added. When I pulled up the CDB profile for customer, the FD was showing already in place. Asked for agent ID that gave her this info and customer could not recall for sure (she was pretty sure it began w/a 9). CS added another FD and asked customer to make note of agent ID nbr if she had same problem again. She called me right back w/agent ID and said that after she hung up w/CS, she called to FL Relay again and this agent told her there were no FD nbrs appearing to her. CS apologized to customer and told her a TT#04174952 would be entered.	09/01/01	Our techs tested the frequently dialed number notes and they work fine. So apparently it is an agent training issue. Email was sent to the call center for refresher training with agent.
3426D	08/27/01	33	TTY user when making LD call gets an ATT opr asking how they wanted their call billed. His CDB is selected for ATT and the call should automatically go through ATT network. TT#04152654 opened. Explained TT opened and apologized customer was having a problem when using the FL Relay.	10/01/01	TT resolution was that caller needs to contact his COC ATT to determine block on his phone. CS made several calls to customer to give him the results, but no answer. Will continue until contact is made.
3457D	08/27/01	22	Caller says when he calls into any of Sprint Relays, the following happens: the agent dials out to nbr calling to and agent hits the spacebar and caller gets tones and it turns off HCO. Specific issue w/this happened w/FL ctr. Suspect technical issue and entered TT#04179368. Apologized to customer that he was having this problem and told him a tech would look into problem.	10/01/01	Our techs made test calls and found that HCO branding still works. Spoke to the customer and asked customer to record opr ID# and complain. This is a training issue on HCO call handling. An email was sent to the call center.
9712	08/30/01	17	Customer complained that agent was being rude. I informed the caller that the agent simply typed everything heard, but customer continued to persist that the agent was rude and demanded my Supervisor, agent nbr and last name.	08/30/01	Coached agent throughout call and agent followed procedures. Also informed caller that I could not give him my last name. He continued to be verbally abusive and call was disconnected.
9713	08/31/01	21	Customer was calling Budget Car Rental, and the OB was being rude w/his responses. I witnessed the agent read everything verbatim but the caller thought it was agent's response. Customer requested another agent, however, we did not have another available. Complaint is that agent was rude and so was Supervisor. Apologized to customer and explained no other agent available to take over call. Asked if customer would like Supervisor to take over call and was refused. OB line still rang and the IB refused to give any further instructions. Customer kept interrupting while I attempted to type to him, then customer disconnected.	08/31/01	Agent followed call procedures, TTY user became confused, frustrated and disconnected while the Supervisor was attempting to assist.

Complaint Tracking for Florida

September 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9720	09/04/01	3	Person called and stated that opr was on a call w/him and opr took control of call, did not follow instructions and customer hung up because they were so upset.	09/25/01	Agent state that when the TTY user answered, the voice person started the conversation and didn't give a name. TTY user kept typing who is this, what is your name. After asking for his name several times, the voice person finally said his name, but the agent was unclear of what was said and misspelled the name. Agent was coached regarding asking customer for spelling of what's being said if it is not clear, and to always keep the TTY user informed of what is going on. Agent was also reminded that the customer is always in control of call. QA Dept will continue to monitor agent.
9720	09/04/01	21			
3000E	09/06/01	35	Customer called to say that she does not like the macro that says "ur caller ID will send" on each and every call. She feels it is unnecessary and would like to see it removed. CS apologized for any inconvenience or frustration the macro may have caused her. Explained complaint would be documented and forwarded to AM.	09/01/01	This macro is now discontinued.
6532	09/06/01	24	Customer was having trouble w/her calls coming into Relay & going through an ASCII search.	09/06/01	Supervisor answered customer's questions & branded line. Supervisor had tech look at line. Line was not branded which was causing a problem. Supervisor faxed findings to customer
9504	09/08/01	5	TTY user asked agent to hld before giving telephone nbr and agent disconnected on customer. Also spelling & typing speed needs improvement in general w/agents.	09/20/01	Spoke w/agent regarding complaint & agent stated that she does not ever disconnect calls, and recalls on the day of this complaint she had to call the tech over due to computer difficulties. It was discovered that the agent had inadvertently knocked the cords out of the plug. Tech corrected problem and agent was able to successfully process calls thereafter.
9504	09/08/01	6			

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3034E	09/11/01	24	Customer is calling from pay phone and is unable to reach FL Relay by dialing 1 800 955 8771 or 711. Customer was able to reach CS. Apologized to customer and asked if they were trying to place LD or local (thinking if it was LD - CS could refer them to Nat'l Relay). Customer was trying to place local call. Suggested customer keep trying, traffic may be high due to terrorist problems which may also create technical problems. TT#04237700 entered.	09/01/01	Our techs confirmed that the payphone provider was most likely busy due to the 9/11 terrorist attacks. There are no problems on our system. This is a pay phone # so I couldn't reach her for follow up.
3035E	09/11/01	5	Agent very rude, mispronouncing words and when customer tried to correct agent, he started yelling at her to speak to the caller. Customer asked for ID and agent hung up on her. (TTY machine had memory capabilities which customer obtained ID nbr from) CS apologized and thanked her for calling and informed complaint would be sent to agent's supervisor. CS explained that agents sometimes have to slow customers down cuz they are speaking too fast and sometimes words may be mispronounced because of the way it is typed to them and therefore, they may not be able to tell how it is suppose to be pronounced.	10/15/01	Agent coached on proper pronunciation and if not sure to please ask the person to repeat it or pronounce it or spell if necessary in order to relay the conversation accurately.
3035E	09/11/01	8			
3035E	09/11/01	17			
3037E	09/12/01	27	VCO reported that recently updated FD nbr was not updated through agent 1235. Agent dialed nbr for specific person, but it was old nbr. When VCO user called CS, nbr was checked and it was correct but not updated for MN ctr opr. TT#04241698 entered. CS apologized to customer for problem encountered & advised that TT would be entered.	09/01/01	Database was updated and customer informed.
3045E	09/13/01	2	CA did not read my call notes to set my WPM speed at 30. I even interrupted the CA to let her know to do so and she still ignored my request. CS thanked customer for letting us know and apologized to him and assured that we would send this in as a complaint so that the supervisor would further investigate the issue.	09/12/01	Trainer addressed agent regarding complaint and agent stated that she did not know how to decrease the speed, so she just tried to type slower. Coached agent how to slow down typing speed. Will monitor agent to ensure proper procedures are followed.
3045E	09/13/01	3			
3046F	09/14/01	27	Billy from Tucson AZ Verizon billing office called in reporting that this customer is still being billed incorrectly through Sprint and ATT when using Relay. CS response: Upon reviewing database records, this customer does have all info in place showing Verizon as COC dated 3/14. Asked if customer could be prorated accordingly for calls and she agreed to do so. TT#04252692	10/01/01	Test calls verify that his COC is Verizon. Tried to call customer three times with no luck for follow up.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3060E	09/17/01	5	Caller said she called her beeper co about a billing problem and the CA hung up while I was on hold. CS apologized to caller that this problem happened and told her a complaint would be filed and the issue would be addressed w/agent by supervisor.	10/01/01	Agent stated that his keyboard froze during this call, he called sup over to assist him. Neither the agent or sup was able to inform the customer of the tech difficulties, due to keyboard trouble. Customer eventually disconnected. Sup informed the on-site tech of the problem. Agent followed proper procedure when he got the sup to assist him w/ the problem.
9981	09/17/01	4	Caller said that FL Relay was twisting the news of NY around. Person said that they were calling to the US Postal inspection office and the opr failed to announce and did not describe voice tone. The caller was incoherent and very upset about NY and requested info on NY Supervisor and I advised them that we didn't have that info. I also apologized about the problem.	09/25/01	Spoke w/agent regarding complaint and agent had no recollection of this call. However, the agent stated that he is aware that when a customer inquires about how a person sounds, that info should be provided. If that tone of voice is not requested from the customer, the opr is not required to provide this info. However, it is encouraged that the agents try to provide descriptive info to the caller.
3065E	09/18/01	5	Customer was in middle of call when agent disconnected call. CS thanked customer for calling in. Customer would like follow up contact.	09/27/01	Spoke w/agent regarding call and agent stated that he had technical difficulty w/his computer. TT#04293859 opened.
9982	09/18/01	21	TTY user complained about supervisor not being professional. He said he was senior supervisor for CS in KC and that he would make a report and give details.	09/18/01	Apologized to TTY user for problem and inconvenience. Customer had several Supervisor names including mine and said that he would report all of these Supervisor. Caller ended complaint and made a call w/opr. Customer seemed satisfied w/apology and knowing that a report would be filed.
9741	09/24/01	6	Customer called in stating that agent was extremely rude when placing her LD call. Customer also stated that agent's typing was slow and inaccurate, and just disconnected w/o ending call properly.	09/24/01	Met w/employee who stated that she followed correct procedures, but the customer became rude to her. Agent also claims that she called for Trainer assistance, as he was close by to observe call. Unfortunately, the caller disconnected just prior to trainer's arrival. Agent coached regarding voice tone and professionalism when relaying and agent will also be scheduled for typing tutor sessions, progress will be monitored to see if the agent has improved.
9741	09/24/01	7			
9741	09/24/01	17			

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3094E	09/25/01	11	Customer received incoming call and when answering VCO, got no response, even though CDB notes state VCO user. Finally she got text from agent. CS apologized to customer and told her this would be forwarded to agent's supervisor for coaching.	10/01/01	Addressed agent regarding this complaint, agent states that she became confused when a voice answered the phone. She stated that she expected a TTY user to answer and didn't send the proper macro immediately because she was asking if the TTY user was available. Agent was coached on how to proceed when the outbound party is a VCO user, and paying attention to the outbound person's notes. Agent understood the information she was given and will be monitored by the QA dept to make sure she is processing calls correctly.
3100E	09/26/01	7	Customer says opr was lousy, had lots of unreasonable pausing & must be new. CS apologized to customer and thanked them for calling.	09/27/01	Spoke w/agent about this complaint. Agent stated that she does not remember what happened on this call. Coached agent on keeping customer informed at all times. Agent was receptive & understood. This a fairly new agent, she was monitored by QA Dept and demonstrated that she is able to process calls properly.
9993	09/26/01	5	VCO caller stated that the agent disconnected the line while he was typing his instructions. The customer states he knew the agent hung up because he heard the dial tone.	09/28/01	After reviewing this complaint the agent was blind monitored to further investigate. No evidence was found that the agent was disconnecting calls. The agent was then addressed regarding the complaint. The agent stated that she does not disconnect calls and knows that only a sup can disconnect calls.
3110E	09/28/01	21	(This is a continuation of a complaint first called in to CS tracking #3109E) Customer upset that after having contacted FL Relay CS to file complaint about agent 8356F, she was informed that agent was performing job correctly. This caller wanted to comment on the way that the CS rep basically stood up for the agent, informing caller that the agent was correct in typing everything that was heard on the call. She insisted that the agent should not have typed what was said or done after she had give the GA, that she thought the Relay worked like a walkie talkie, and after the GA is given that she was just on hold until the opr began reading back to her what the deaf person typed. The caller went on to say that she did not receive an apology from the CS rep for the way her call was handled.	11/01/01	Letter has not been received. Will continue to watch for it. No name or phone nbr for follow up.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3109E	09/28/01	21	(see tracking #3110E) Customer rude when called in to CS. Relay agent typed to deaf person what she had said after she had said GA. She had been laughing about something w/a coworker and she said that agent had typed that she was laughing at deaf customer. She was quite adamant that nothing that she said or did should have been typed to the deaf person after she said the GA. When supervisor requested, supervisor informed her that agent was performing job as stated per contract.	11/01/01	No customer name and phone # for follow-up. Supervisor was on line w/ customer but customer was not satisfied. Will watch for communication from customer. The Relay opr followed company policy and procedure.
7263	09/28/01	3	VCO caller wants agent to type what outbound had said. Agent 9098 did not complete the call or transfer to Spanish speaking agent. Agent hung up. Apologized about it and asked the VCO caller if he/she wanted a follow up, caller said no.	09/28/01	Spoke with the agent regarding this complaint. Agent states that he received the same caller twice, keyboard froze and he was not able to type to the VCO user on both occasions. This is a recurring problem here at the relay ctr. The on-site tech was notified of this incident. Agent was instructed to log out, the terminal was put in and out of service and the agent was allowed to log back into the system. The agent was encouraged to fill out a CA feedback form when such incident occurs so the tech can keep track of the problem and solve them as well.
7263	09/28/01	5			
3109E	09/28/01	21	This customer was very rude when calling in to CRS. She was extremely upset that the relay agent had typed to the deaf person what she had said after she had said "Go Ahead". She had been laughing about something with a co worker and she said that the agent had typed that she was laughing at the deaf customer. She was quite adamant that nothing that she said or did should have been typed to the deaf person after she said the "Go Ahead". When she asked for the agents supervisor Agent 8065F took over the call as acting supervisor. When she explained what had just transpired she said that Agent 8065f told her that she could do nothing about this as the agent was doing her job exactly as she should have under the contract. She then called our department and RCS and was determined to turn in a complaint on both. Agent 8365F and acting supervisor 8065F.	10/03/01	The operator followed company policy and procedures. Resolved on 3110 E: Letter has not been received. Will continue to watch for it. No name or phone nbr for follow up.

Complaint Tracking for Florida

October, 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9868	10/01/01	17	Customer stated that he had this agent call a number and it rang...customer told agent to keep ringing. Agent asked how long? Customer was upset because he felt that the agent was trying to take control of his call and that it was rude for him to ask. Customer wanted apology letter from agent. I apologized to the customer about the agent's poor service and informed the customer that agents cannot write apology letters but we would contact him after resolving this complaint. Customer stated he would like someone to contact him.	10/02/01	Agent states that it was not his intention to be rude when he asked the question. Agent was confused by the customers comment keep ringing. Agent was informed this was not appropriate and that he took control of the customer's call. Agent was apologetic and understood that this was unacceptable. Coached agent on always allowing customers to control the call and remain transparent.
9868	10/01/01	21			
9867	10/02/01	21	Caller states that agent 9916M failed to respond after the customer prompted him continuously.	10/05/01	After reviewing the complaint the agent was blind monitored. No delays were found. Spoke with agent regarding this and he states he doesn't remember the call and insisted he always responds immediately. Agent was informed that he must answer calls in a timely manner to ensure the customer the highest level of quality to the customer. Agent will continue to be closely monitored by the QA dept
9575	10/02/01	3	Customer states they asked the agent to dial a Food store and obtain the address and phone number. Manager came on line and placed customer on hold to get info from office. Manager came back on line and said you need that Food store in Burbank and went on to give other information than address and phone number. Customer is fed up with this agent and her felt threatened by the services he received from the relay opr. I placed the customer on hold to write down his comments and he became impatient and hung up.	10/03/01	spoke with the agent regarding this and agent states that she typed verbatim what the outbound person stated and had no reason to add to the conversation. Apparently the TTY user assumed the agent did not type verbatim. Agent was coached on typing verbatim and remaining transparent. Agent will be monitored to make sure she is adhering to proper procedures

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
10552	10/02/01	6	Customer complained that FL opr have been misspelling words on TTY all the time. Customer complained about the chaos.	10/25/01	AM left several messages and finally reached him on TTY on 10/25. Customer was unable to explain clearly what the problem was. After lengthy discussion I explained to him how our calls were processed and explained how to file a complaint with opr id time date and explanation of complaint. I suggested to him to call CS or ask for sup on line to file complaint. He understood me and thanked me for contacting him. I asked him if I was of help and he said yes. I think he was upset with the responses and confusion when he uses the relay and he blames the relay opr for this without realizing that the conversation is coming from the party he called. Our relay opr are trained to relay conversation transparently. By talking to him myself, I can see how the other party can be confused when talking to him through relay. I asked him to contact CS if he needs further help.
3146E	10/04/01	9	Caller said agent did not type what recording said, just typed recording and never came back on line. Caller said agent was a real SOB in way he talked to caller. CS apologized to caller that he had this problem and would send complaint to agent's Supervisor.	10/08/01	Agent states that he did type the recording. Agent was able to demonstrate that he knows the proper procedure to follow, however the recording procedure was reiterated to the agent and he will be closely monitored
6565	10/04/01	1	Customer gave the number 3 times. Agent did not respond. Customer hung up and redialed to relay. Another agent placed call without any problems. Apologized customer and informed customer that will investigate problem.	10/04/01	Agent stated that the call came in on the TTY line and customer typed Vco pls. Agent sent macro and opened the line and received no response. Send macro over and over and still no response, then saw the line disconnected box. Agent was advised to call for sup assistance and fill out a CA feedback form. Agent will be monitored to make sure they are following procedures
9870	10/04/01	8	Voice customer complained that agent read the message choppy, instead of waiting for a sentence to form. Agent read each word at time. TTY user became frustrated from the confusion and hung up. Voice customer complained of the agent pronunciation saying it was not clear and paced right. Apologized to the customer for this incident and informed the customer that this would be followed up on	10/06/01	Agent says when the call came into the center he requested that I do not announce relay and read the message as it's being typed and do not send any macros. Agent states that the outbound person became upset because she didn't announce relay and asked for her CA number. Agent followed the customer's request.
9870	10/04/01	9			

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3156E	10/06/01	2	Agent did not slow the typing speed as requested by the database. Customer is visually impaired and says the fast typing is very unpleasant. CS rep empathized with the customer and apologized to the customer for his experience and told him I would forward the complaint to the sup	10/08/01	Agent states that she did read the database and attempted to type slow because she forgot how to use the transmission speed feature. Agent was informed that if she was not sure of a procedure to ask for sup assistance. Agent was also coached on how to change the speed by the proper procedure. Agent understood how the procedure is done and will be monitored.
3156E	10/06/01	3			
9510	10/08/01	7	Customer complained that agent was typing too slow and making too many errors.	10/08/01	Agent states that she doesn't remember having a problem with any calls on the day in question. Agent was blind monitored, no typing accuracy problems were observed. Will follow up with more evaluations to make sure the agents typing skills meet requirements.
3161E	10/08/01	2	Customer had a problem with this agent because customer asked for typing speed to be 30wpm but some go fast or type a word fast then pause. The Pause really bothers me. They do not read my database. Could not place my call because I could not read the agent. CS rep apologized to the customer since the agent did not follow their database notes and his typed instructions. Thanked him for letting us know and told him to let us know if the next agent was not able to follow his instructions for his important call.	10/08/01	Agent stated that she did see the customer's notes but was unaware of how to change the transmission speed to the customer's request. Agent also states that she attempted to locate the procedure in the guide on her desk but was unable to. Explained to the agent how to change the transmission speed and showed her where to locate the info in her guide book. Agent understands the procedure and agrees to follow it.
3161E	10/08/01	3			A
9873	10/10/01	7	Customer expressed concern that agent 9070M did not speak clearly and typed very slow. Voice customer had to repeat over and over again. Agent has a heavy accent and is hard to understand. Customer became aggravated. Thanked voice customer and advised her that we accept both concerns and commendations. I informed her that we will look further into this incident and apologized for the inconvenience.	10/17/01	Addressed agent regarding this complaint and he did not remember this call. After speaking to the agent, discovered that he does not speak with an accent. Coached agent on the importance of clarity. Blind monitor results show that the agent typing speed does appear to meet job requirements. However the QA dept will monitor the agent

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3183E	10/12/01	5	Customer complained that the agent was typing very slow. About every ten words or so she was telling me to hold on. She didn't seem to be meeting your standards. Customer works in a very busy office and slow typist take even longer on the calls. CS rep suggest asking for a sup and customer states they did and agent informed them if she did the system would disconnect as soon as she did that then soon after that the call did disconnect. CS rep explained the only way the outbound line would disconnect and apologized for the inconvenience and gave the direct RCS number so that she could call us direct and let her know I would write this up and forward it to the proper center	10/16/01	Agent was blind monitored to investigate the agent's speed and accuracy. Based on these results agent had no spelling or speed issues. Spoke with the agent regarding this and agent states that she recalls processing this call. She states that during the call the voice customer attempted to speak directly to her and the agent relayed everything to the TTY user. she said the voice person also spoke very fast and when she attempted to pace them they became upset. At the end of conversation the TTY user disconnected and voice person requested a sup. Agent says she explained that the line would disconnect since the TTY user already disconnected. Based on this info provided the agent followed procedures and attempted to keep both parties informed of exactly what was transpired throughout the call.
3183E	10/12/01	7			
3184E	10/12/01	21	VCO customer says the agents constantly are not processing his cellular phone calls. He announces he is a vco user and when agent acknowledges he's a vco user he explains that his long distance charges are included in his cellular package. Agents are connecting to the recording that his long distance is disconnected. He usually asks for a sup and they don't do any better. It takes 15 min to process call when it should take 5 and he's upset. Wants agents better trained. CS rep apologized and assured him they would pass the complaint on to trainer	10/25/01	AM tried calling him 3 times but always got a recording that "the customer is not available" I don't know if he is still using his cellular phone. Couldn't follow up.
3185E	10/13/01	14	Customer is very upset that agent would not tell how the voice person sounded after the call had ended. He did not ask before the call for the agent to tell him how the person sounded. CS rep explained to him that after the call is completed we are unable to answer those kinds of questions. told him the CA was doing her job. Asked him about whether or not he asked the CA before the call. Customer got upset when I told him about not being able to answer that question after call ended. Customer stated it was stupid	10/18/01	Agent followed procedures.
3188E	10/15/01	24	Customer stated they were trying to reach FL relay by using 711 but is not connecting or giving any response. Her LEC is Sprint. CS rep thanked customer and advised her that I would let our techs know and also for her to call her local phone company. TT # 04369004	10/15/01	TT report: our techs checked our system and all is in working order. Problem lies with LEC. AM: CS informed customer to contact LEC about this and to contact us again if needed.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3188E	10/15/01	29			
	10/15/01	21	Customer requested female agent and agent 9119 transferred customer to CS. CS rep apologized and asked for agent's name. Thanked customer and informed them agent's sup would be notified so they can be coached.	10/17/01	Addressed agent regarding this however he had no recollection of the call. Coached agent on proper procedures to follow when a customer request that another agent handle their call. The agent was informed to immediately notify a sup so that they could locate another agent. However if a sup is unable to locate one then should inquire if the caller would like for the opr to process their call. Explained to the agent that transferring calls to CS when not authorized to do so is not acceptable. QA will monitor the agent to ensure that he is following procedures.
3197E					
	10/19/01	21	Customer is complaining that the FL center agents do not know how to process his cell phone calls. He is telling the agents and (Brad) sup more than once, that he is making a local call from his cellular phone. Agent attempts to process the call and customer always gets back your long distance service has been temp disconnected. Today the sup (Brad) told the customer that there was no way to override the system. CS rep did 2 test calls. First one through SF and the agent got the same message but promptly hung up and redialed using local override. Second test call went to the Miami center and the agent did not try local override. When I insisted she try it she got sup Jimmy who did process the call after the second attempt. I noticed that both the agent and Jimmy had to be told twice that the customer was calling from a cell phone. CS rep apologized to the customer for the inconvenience he has been experiencing and reviewed with him what he needs to tell the agents when making a cell phone call. This is an ongoing problem for him and he is very frustrated with the waste of time and cell minutes	10/20/01	Spoke with the sup regarding this complaint and he does remember assisting the agent on this call. He informed me that the calling to number was not a cellular phone but in fact was a home telephone number. The calling TO number was not highlighted in red and provided an info digit of 00 which indicates it a home telephone number. he was suspicious of the caller's request and did not override the system. I spoke with the onsite tech and was informed that when the number is displayed in black with the info digit 00 that means it a home number. Based on info gathered, procedures were followed.
3215E					

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9901	10/23/01	21	Voice customer said this agent thought she couldn't be heard but voice customer heard her say "she's Off" This agent had just relieved another agent. I apologized to customer and advised her that this situation will be dealt with immediately.	11/14/01	Addressed agent 9143 regarding this complaint. She stated that agent 9361 did make the comment however the comment was not referring to the customer. She states that while being relieved another agent was passing by and inquired about another agent's whereabouts. The agent states she responded by saying "she's off" Informed the agent that she should never hold a conversation while a call is being processed. Disciplinary action was taken against the agent. The QA dept will closely monitor the agent to ensure guidelines are being adhered to.
3245E	10/26/01	9	Customer states that this agent seemed to have trouble listening on my call to an ans. mach. She did not respond for quite a while so that I finally had to ask her what was keeping her? She forgot to type out the phone number when we reached the ans. mach and when I asked her to leave a message the agent seemed very slow minded. I never knew if she left the message or not. she did not accept much from me but she just said at the end of our call "you're welcome and before I knew it she was hanging up with SKSK. CS rep thanked customer for calling and letting us know and apologized for the inconvenience and frustration that this may have caused him. Also assured him that a complaint would be sent so this issue could be further investigated.	10/30/01	Agent does not remember this incident. She is aware of proper procedures and tries her best to follow them.
5174	10/26/01	3	VCO caller gave specific instructions not to type ans. mach msg. just give GA. CA followed instructions then vco user got upset because CA did not type out ans. mach msg. VCO user said relay should have more training and monitor some more.	11/02/01	No further action possible.
3248E	10/27/01	5	Customer complained about this agent. Customer gave the agent a number to dial and on his screen he saw "ring...ring...ring..." and then the agent hung up on him. Customer asked what was wrong with this relay service and he is always frustrated with the service he received. Apologized to the customer for his inconvenience and his frustration and assured him that I would pass all this on to the center.	10/31/01	spoke with agent regarding this call, the agent states that she didn't remember this call. Coached agent on proper procedures of call processing, and keeping customer informed at all times. Also informed agent of the severity and consequences of disconnecting customers. Agent will be closely monitored by the QA dept to make sure she is following proper procedures.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3253E	10/27/01	3	Customer complained that agent 6149F and 6097F and the sup Carol were very rude and belligerent. They did not follow the customer's instructions. And they would not cooperate with the customer. CS rep apologized for the bad experience and that a complaint would be filed on both agents and the sup.	11/08/01	Coached agent on following customer's instructions. Agent was having difficulties with customer. Agent called sup to assist call. Customer was rude to agent and said that he worked at relay center. Sup monitored the entire call. Agent followed procedure correctly.
3253E	10/27/01	17			
9767	10/29/01	4	Customer said CA typed "unclear" a lot and the voice person did not understand the CA. I apologized to the customer for the inconvenience and did explain that the agent are allowed to type "unclear" if they do not understand what the voice person is trying to say. i also explained that this should only be done if the voice person refuses to repeat what they were saying. The Ca she also informed the TTY user of what was going on.	11/05/01	Addressed the agent regarding this complaint, however she did not remember processing this particular call. The agent stated that she only types "unclear" when a recording or ans. mach is not clear. The agent was coached on the importance of typing everything heard to the TTY user. Also explained to the agent that typing unclear is acceptable when what's being said in unrecognizable, however, a pattern should not be formed. The QA dept will continue to monitor the agent to ensure that the highest level of service is provided to our customers.
9767	10/29/01	7			
6635	10/30/01	5	Customer was upset when trying to get into his voice mail the agent disconnected the call. Informed the customer this would be forwarded to the agent's sup for follow up.	11/06/01	Addressed agent regarding this complaint. The agent state that she does not remember this call. Agent was coached on the proper procedure for retrieving voice mail msg.. Also explained the consequences of disconnecting customers. Agent will be monitored by the QA dept to make sure she is providing the highest level of quality to our customers and following proper procedures.
6636	10/31/01	5	Customer was making an appt and before they were able to finish the agent hung up. Customer said the agent was rude. Apologized to the customer and informed them that this info would be forwarded to the agent's sup.	11/06/01	after receiving complaint, agent was blind monitored and was in fact disconnecting customers. Appropriate action was taken with agent.
6636	10/31/01	17			

Complaint Tracking for Florida

November 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3280E	11/04/01	3	Customer said, "I'm calling to complaint that agent 9062F did not follow me what I say and hung up on me while I typed." Customer did not give further details and did not want to leave their name or number. I thanked the customer for calling and apologize	11/05/01	Addressed agent regarding this complaint and the agent did remember processing this call. The agent stated that caller provided the calling to nbr along with GA. As the agent pressed complete, she noticed that the caller had erased their entire msg. She stated that the caller became upset and told her to "do as I say". She attempted to summon a sup for assist however the caller disconnected before one arrived. Encouraged the agent to fill out a CA feedback form to document what transpired. The QA dept will continue to monitor the agent to ensure customer's request are met.
3280E	11/04/01	5			
9820	11/05/01	5	Customer stated that the agent did not respond after two minutes, she saw the agents greeting and waited, she responded to the agent by typing "hello GA." No response, then the agent disconnected. Customer requested a follow up on resolution.	12/01/01	Addressed agent regarding this complaint. She stated that she does not remember handling this particular call. Coached agent on the importance of responding to calls in a timely manner. The agent also stated that she would never disconnect a call because she well aware of the consequences of doing so. Encouraged the agent to fill out a CA feedback form if there is computer difficulty. QA department will continue to monitor this agent to make sure she is following all procedures. AM: called and spoke to customer. everything is okay now.
9959	11/05/01	21	Customer stated she called her friend through relay using agent 9396F and left a very important msg. for her friend on her ans. mach. Customer stated that her friend never received the msg. and nothing was left on ans. mach. Customer stated she still has print out from TTY machine stating the agent advised her she had left the msg. I apologized to the customer and explained to her that we would investigate this matter. Customer stated that if we needed printout.	11/09/01	Spoke with agent regarding complaint. She stated that she did leave the msg. on the ans. mach and informed the customer. Upon blind monitoring agent, there was no evidence that she does not follow the customer's instructions, however agent will continue to be monitored closely by QA dept.
3299E	11/07/01	2	"CS rep, I received a call before 5 late afternoon with a FLA. opr the agent did not cooperate with the notes said she had trouble adjusting to 30 wpm show and I gave up on her and asked the caller to call me later. The agent's code number is 7296." Customer	11/20/01	agent remembers call. Agent attempted to decrease transmission speed. Computer would not adjust. Agent called for sup assistance. Agent attempted to explain tech trouble, customer disconnected. Agent followed procedure and made effort to explain trouble. No further action.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3309E	11/09/01	24	This TTY customer cannot dial 800 number to service America when calling through FL relay. RCS response: Tried the call direct from the CS dept and it went through fine. Set up the call from the customer's calling from number and called through FL relay	12/01/01	Our techs learned that the owner of the telephone # has put a block on all relay calls. I tried to call the customer 3 times for follow up but customers weren't home.
6651	11/12/01	13	Customer had concerns about tone of voice, background conversations and background noises not being typed. Sup suggested this information be added to customer notes. Customer agreed and sup added these notes to person's database. Person also wanted to exp.	11/12/01	Sup provided customer the CS number so address could be obtained to get letter. Sup also said he would pass remarks onto trainer.
3341E	11/19/01	21	Customer comments: I just spent 8 min with an opr that couldn't get my call to go through for me. We first reached a recording that said there is a new toll free nbr, she typed nbr changed, hung up, then typed GA. I said please redial and give me the new nbr, then she redialed the wrong nbr and typed and took me through 5 min of a menu to the wrong nbr and came back with GA. i gave her the nbr again ans. she typed back part of the nbr and GA. I am sorry to say that my call has not yet been completed, she finally gave me all the correct nbros I needed so hopefully I can try my call again. I asked for her agent ID nbr and she was very reluctant to give that to me but finally gave me the nbr 9396F. If this call had been an emergency I would really have been in trouble. CS response: I apologized to the customer that she had such difficulty in placing her call, and told her that this would be reported to the call ctr sup. I asked her if she would like to leave her phone nbr for follow up if necessary, and she provided the nbr above. I thanked her for calling this to our attention and to	11/19/01	I was present as the agent processed this particular call. The agent requested my assistance after many attempts to relay info to the customer. The customer complained that she was unable to read the agents msg., due to garbling. The customer then requested the phone nbr for customer service, which the agent provided. The customer then requested the agent's id nbr which was also promptly provided. the customer disconnected. Based on what I observed the agent followed proper procedure. She kept the caller informed and requested assistance when needed.
3347E	11/20/01	8	Customer comments: Hello I am calling from FL. I received a call this afternoon which I answered via voice phone, which is my usual mode of phone calls now that I have a cochlear implant. The opr though was nearly impossible for me to understand, and I asked repeated for her to speak up and speak slower. She did that now and then but needed to be reminded repeatedly. She needs more training, hearing people are not going to put up with this, they would hang up. I prefer not giving my name or nbr, if the situation repeats then i will give my nbr. CS response: i thanked the customer for calling to let us know and apologized to them for the problem. Told them this report would be sent to the call ctr sup for coaching.	11/20/01	Addressed this agent regarding this call complaint. The agent did remember this particular call and states that she adjusted her mic to the maximum capacity when the customer stated that they experienced difficulties hearing her. The agent was coached on the importance of speaking clearly. The QA dept will monitor this agent for voice tone and enunciation.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9913	11/21/01	17	Being rude with voice caller. The opr 9385F called me ridiculous, agent did not inform me when the call was over. I apologized to the customer for the inconvenience and informed her that this will be forwarded to the opr's sup.	11/28/01	Addressed agent regarding this complaint. The agent stated that the voice user would not respond to the co user and became upset with the opr, called the service ridiculous and the agent admits that her response was "you are also ridiculous". The agent was informed that this type of behavior is unacceptable and was coached on the proper way to handle such situations. Disciplinary action was taken against this agent.
9826	11/21/01	3	TTY user complained that agent did not follow instructions. Customer advised agent if anyone answers hang up, if ans. mach type message. Agent began processing call when voice person answered the phone. I apologized to the customer and spoke with agent regarding this. According to the text on screen the agent did not wait for the GA and began dialing the nbr before the customer was finished giving instructions.	11/21/01	spoke with agent regarding this complaint. The agent did remember processing this call and admitted to dialing before the GA. Agent states that he thought he had seen Ga and pressed complete to began the call. The agent was coached on the importance of following instructions and paying close attention to avoid mistakes. The QA dept will monitor the agent to make sure he is following proper procedures
9866	11/21/01	21	Customer called to tell us that this agent dialed the number requested but every time they reached the person the other line hung up. Customer went to the place in person and asked why they hung up and they said that the CA didn't say anything. Apologized to the customer, and thanked them for letting us know about this problem.	12/04/01	Addressed agent about this complaint. Agent stated that her microphone was not working properly, that it kept going on and off. In effort to keep the customer informed the agent sent the macro - person hung up. Informed the agent that if she experiences any difficulty with her equipment she should immediately inform the customer of her tech difficulties, then request a sup for assistance. The agent was apologetic and understood the info given.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3381E	11/28/01	4	Customer called in complaining that when he gave agent 9091 the nbr to call after she called he heard rings, then he heard it answered TTY tones and the agent never came back on the phone. I happened 2 times. One time she came back and just said "I know we're having problems and disconnected him. Since we moved to FL the relay is different from TX relay. We've had several problems with FL agents sometimes I have to repeat myself 3 or 4 times. I asked if he was able to complete his call and he was with a different agent after calling back again. I apologized for this inconvenience and gave him the national relay # explaining that FL agent's #'s begin with 9. I thanked the customer for calling in and explained I would forward this complaint to the agent's sup for coaching.	12/09/01	spoke with agent regarding complaint, she stated that she remembered the call. Agent also filed out a CA feedback form documenting the problem she experienced on this call. Agent states that after several unsuccessful attempts she informed the voice customer that she was experiencing tech difficulties and couldn't connect to the requested party. Reviewed the proper procedures with agent regarding tech difficulties, also advised agent to request sup assistance when there is any type of problem. QA dept will continue to monitor agent to make sure proper call procedure is being followed.
3381E	11/28/01	5			
9833	11/28/01	4	Caller dialed in and provided the agent with her calling to nbr and informed the agent that she was calling Fox news affiliated co. Agent dialed the nbr; ringing 1 then agent typed (f) hello ga. The caller asked the outbound party is this channel 40. Outbound party replied "yes I said thank you for calling channel 40 how can I help you?" agent did not type how the phone was answered. I spoke to the customer and apologized and informed her that I would have a coaching session with the agent.	11/28/01	Spoke with agent regarding this complaint and the agent states that there was a recording playing and she was using the recording feature, when she pressed end/return all she heard the out bound party say was hello that's why she only typed hello. I went over the call procedures with the agent and explained to her that she should have asked the outbound party to repeat the greeting. The agent is aware of the importance of typing verbatim and the proper procedures.
3386E	11/30/01	24	I cannot dial the Bell South nbr for my area through FL relay service. It is xxx xxx xxxx. My mother can dial it through regular phone on our other line of xxx xxx xxxx but I cannot reach that same nbr from my phone line when using the relay service. RCS response: Apologized for the inconvenience gave the customer another 1 800 listed for Bell south in his area and suggested that he report it to them that he could not reach them through the relay service. Rep also simulated a call from his calling nbr through relay FL with agent 9365 F and the call would not go through but was a fast busy. Also let the customer know that we would be turning in a TT on the problem with our techs.	12/01/01	Bell South number is recognized only within Bell South network. Relay customers calling Bell South numbers for service need to call their alternate nbr which is listed in the phone book along with the other nbr. Customer couldn't be reached for follow up.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3390E	11/30/01	21	MD TTY user stated I'm trying to find a relay that can connect me from TTY to TTY with LD calling card so which relay do I call? I explained that currently there is no way to bill with prepaid calling cards but if the calling card was with her home phone nbr Sprint OSD could do that for her and offered her the nbr and to transfer. she was wanting to use a prepaid card and I explained there was no way to do that using TTY to TTY. "FL relay should consider about this kind of problem. I thanked the customer for her comments and said I would pass this on to the AM. Customer would also like him to call her about this and provided both her work and home phone nbr saying he can call her any time at home as she is expecting a baby soon and if not here she will be at work. I am sending the customer calling cards for her inconvenience. customer was very pleased to learn this.	12/14/01	AM tried to contact customer 3 times with no luck.
1	11/30/01	5	TTY user stated that agent 9961F hung upon call placed to relay at 10:26a. I asked TTY user to verify the time, the customer insisted that this was the 10:26am was the correct time. I apologized to the customer and let them know that we would follow up with this complaint.	12/04/01	Upon receiving this complaint, extensive research was done on agent 9961. The agent was found to be disconnecting customer when they called into the relay ctr; appropriate actions was taken with the agent.
12001	11/30/01	2	Customer notes said not to announce relay. When agent 9075F processed the call she announced the relay service. Customer was upset and asked agent why she announced the relay.? Agent said: "I don't know". Then customer was upset and agent called over a sup. Agent said just a moment customer felt that was rude and not being professional. I thanked customer for bringing this to my attention and apologized for the inconvenience, informed the customer that the QA dept will follow up with this agent.	11/30/01	Addressed agent regarding this complaint. Agent states that she announced the relay call because the outbound would hang up if she didn't say anything. Informed the agent of the importance of following the customer's notes and instructions at all times. Also coached the agent on maintaining a professional phone image and being courteous at all times. Agent will be closely monitored to make sure she is following procedures.

Complaint Tracking for Florida

December 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12003	12/05/01	3	Customer stated the opr that assisted me failed to follow my instructions. He did not pay attention and processed the call incorrectly. He also did not type the correct message from the ans. mach. Apologized to the customer and thanked them for calling in. Let them know I would forward to appropriate supervisor for agent follow up.	12/05/01	I assisted the agent on this call. Upon reviewing the customer's instructions the agent did follow the instructions, however the agent did not keep the customer informed when doing so. Agent was asked to press zero to get a live rep. Agent pressed zero, but another recording came on, the agent neglected to inform the customer of this. i explained to this agent the importance of keeping the customer informed at all times. this agent will be closely monitored by the QA dept to make sure he is following procedures.
12003	12/05/01	4			
3428E	12/09/01	5	Customer called in stating he asked the agent if she knew how to process an AMR. She replied that she was new to ctr ans. wasn't sure she could do it. He then asked for a sup and wanted to speak to the sup when one came over. He was wanting to make sure that the AMR was done right and was going to have the sup walk the agent through how to do it. She typed one moment pls. and then he got the signal that she had disconnected him. He waited 5 to 7 minutes then called one of us. He said that she is going in his personal log. I thanked the customer for calling in and let him know that I would forward this to the center. Customer would like a brief explanation of the resolution left on his ans. mach.	12/23/01	addressed agent regarding this complaint however she did not recall processing an AMR call recently. She stated that she has not received and AMR call in months and that she is well aware of how to process one. She also stated that she is not new to the relay ctr and would never disclose that info to a customer. If help is needed, she will alert a sup so that they may provide the assist she is seeking. When asked how an AMR works the agent was able to tell me step by step how the call is to be processed. Based on the info provided by the agent, I am convinced that she should not have any problem handling AMR. When the agent was addressed regarding disconnecting the call, she stated that she would never hang up on a customer. If there were no responses from the customer she would inform the sup so that they could disconnect the call. After reviewing the agents performance file, she seems to be able to process various call types without any problems. The QA dept will continue to monitor the agent to ensure proper procedure and policies are adhered to.
3428E	12/09/01	21			

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9920	12/12/01	5	Customer stated that agent 9020 F hung up on TTY user and agent 9479F hung up with our responding when the TTY user typed thank you. Customer stated both agent stink. I apologized to the customer and assured the customer that this would be taken care of.	12/27/01	Upon receiving this complaint agent 9020 was blind monitored and not found disconnecting calls. Spoke with agent 9020 regarding this call. Agent stated that she did not remember this call and suggested that the customer may not have responded after the call was completed. Agent was informed of the consequences of disconnecting calls and that if the customer is not responding she must request a sup assistance. Spoke with agent 9479 she did not remember the call. Agent was coached on etiquette and to mirror the closing of each call. Both agents will continue to be monitored by the QA dept to make sure quality service is being provided to each customer.
9845	12/17/01	00	Customer said that agent 9112 F didn't respond back; had to cut them off and change agents wasted my time. Ensured customer that complaint would be filed for further investigation to resolve this issue. Apologized for the inconvenience.	12/12/01	after reviewing this complaint, agent was blind monitored. She followed all procedures on all cal types and responded to each call in a timely manner. Addressed the agent regarding this complaint, she did not remember processing this call, however she was coached on the importance of responding to the customer, dialing out in a timely manner and the proper procedure for switching agents. Agent will continue to be monitored by the QA dept.
3452E	12/19/01	26	Customer has arrived at her winter home in FL and reports that she experiences garbling on every call. She did not have this at her primary residence. I advised that background noises can sometimes cause garbling but she said that she thought it was a problem on our end and asked to have relay tech check into it. I apologized for the inconvenience and told her I would open a TT right away and forward her complaint to the AM. she will be expecting follow up on this from the AM.	02/28/02	The technician contacted her and she stated that the garbling went away. No problem now. We told her to contact us if needed if problem arises again.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3471E	12/24/01	6	Customer complained that this agent had terrible spelling. RCS response: Thanked customer for letting us know and assured that we would send it in to the center to have the sup investigate further on this.	12/24/01	After receiving this complaint, the agent was evaluated by a member of the QA dept. The agent did not appear to have any spelling issues. She was able to type the complete msg. verbatim and accurately. Addressed the agent regarding this complaint however she did not recall having any spelling difficulties on any calls that she handled. However the agent was coached on the importance of typing accurately. Informed the agent that if she is unsure of the spelling of words or names to simply ask the voice person to provide the spelling. The QA dept will continue to monitor the agent to ensure that she continues to type accurately.
KR0001	12/30/01	21	The customer stated that when he dialed the Spanish relay service nbr agent 7189F informed him that she would transfer him to Spanish relay service. The agent typed this info in Spanish. The caller was upset because the agent was deceitful. Apologized to the caller for the inconvenience and informed them that I would be sure that this matter is dealt with.	01/09/02	this agent is and English only speaking agent. The agent was gated to receive Spanish calls erroneously. The agent transferred the customer to be served by a Spanish language agent. Due to erroneous gating the macro appears in Spanish.

Complaint Tracking for Florida

January 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3494E	01/01/02	29	Customer reports that when he dials the Spanish dedicated nbr he sometimes receives and English speaking opr who has to transfer him to a Spanish speaking opr. The customer does not want the transfer to happen and wants to receive Spanish speaking opr only when he dials the dedicated Spanish nbr. He further reports that when he dials the Spanish dedicated nbr and go agent 9963F she first answers by typing in English, such as the ringing macro. I explained that the macros are auto and that the agents have no control, but I agreed that if he dials the Spanish dedicated nbr the nbr the macro should appear to him in Spanish. I told him I would document his complaint and open a TT for relay tech to resolve. I told him I would forward his complaint to the FL relay AM for resolution and follow. TT 04668021	03/01/02	Techs concluded that if customer wants their calls to be answered in Spanish put tat into CDB notes. A request is made by me to have the macros changed to Spanish. Program Management is working on it. Tried to contact customer 3x w/o lunch.
12063	01/02/02	5	Opr handled the call incorrectly, opr: typed very slowly, misspelled words, hung up. Customer stated that he has had the same problem with this opr 3 times before. Apologized for the inconvenience, assured the customer that the info would be forwarded to the agent's sup.	01/21/02	This agent is no longer with us
12063	01/02/02	6			
12063	01/02/02	7			
8809	01/04/02	3	VCO would say GA. CA did not follow instructions. VCO did not know when to respond. Apologized to the customer. Assured her we would talk to the CA and coach if necessary.	01/04/02	After receiving this complaint the agent was monitored. She processed all calls properly. Upon addressing the agent regarding this complaint. Agent stated that she reached an ans. mach, typed the MSG then GA, the VCO user became confused because there was no response. The agent was coached on processing VCO calls and keeping the customer informed of what transpires on the call. Agent will be closely monitored by the QA dept to make sure she is following procedures.
12036	01/07/02	18	Mrs. Janice Hickey states she received a relay call from agent 9730F at 8:55 am. Mrs. Hickey did not answer the phone and left answering machine on. When Mrs. Hickey checked her machine she states all she got was "FL relay 9730F with a message", no further info was left. I apologized to Mrs. Hickey for any inconvenience that Amy have caused.	01/07/02	I spoke with the agent regarding this call and the agent stated that the person who wanted to leave a message changed their mind and asked the agent to disconnect and do not leave a message. Agent followed instructions.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3023F	01/07/02	3	Customer states that he asked this agent to retrieve his ans. mach MSG and instead of doing so she transferred him to Spanish relay agent at a TX ctr. He does not appreciate this kind of negligence. Customer also asked that his name and nbr not to be revealed. RCS response: Thanked the customer for letting us know and assured that we would turn in a complaint so that this issue could be investigated further. Let him know that we appreciated his letting us know.	01/07/02	Addressed the agent regarding this complaint, however she did not remember this call, and at no time would she transfer a call to Spanish unless the customer asks her to do so. The agent was coached on the proper procedures for retrieving answering machine messages, and informed that she should never transfer a customer without being told to do so. The QA Department will monitor agent.
3034F	01/08/02	27	Customer states I added my COC to the DB in Dec 1st so that my long distance calls would be billed correctly through Vartec 10 10 811. I just received a very high bill and all of my long distance calls are going through Sprint relay at a higher rate than my carrier charges. RCS response: Apologized for the inconvenience and looked the info up and it does clearly show that company as the carrier. Suggested to the customer to always ask for her company when using relay so that the agent will know and turned in a TT # 04698762	01/25/02	Test calls were done by techs and the problem could not be duplicated. Customer problem may have occurred as a temporary technical problem.
3035F	01/08/02	3	This complaint was called in by the sup at MCI relay service. Seems that this customer called in to complain about this agent being very rude on her call to her sister and she accidentally called the complaint into the wrong relay. The complaint was that the agent did not type any background noise, she did not type the tone of voice, she did not pace the caller, and generally did not follow any of the callers instructions. RCS response: thanked the sup for letting us know about this and assured that we would turn in the complaint to be investigated further. Also called the TTY user to confirm that the complaint was accurate. She stated that she had turned in all the info to the sup at MCI. Let her know that we would be turning in the complaint and thanked her for letting us know about this. Call was actually placed on 1/3/02 at 8:00p	01/11/02	Spoke with the agent and they did not recall this particular call. Agent was scanned and was observed not pacing the voice customer. Coached agent on the importance of pacing the voice customer, typing background noises, tone of voice and overall keeping the customer informed. A training coach has been assigned to this agent to assist in the areas listed in the complaint. QA Department will closely monitor the agent.
3035F	01/08/02	17			
12026	01/09/02	21	Customer is fed up with this agent who threatened to play games to type ///////////////xxxxxx////////, also threaten to redial 800 nbr over and over and over then she threatened to redial 5 times. Customer is fed up with her threatening behavior to play games on this 800 nbr dial, also threatened to dial wrong ld. I apologized to the customer, stated that I was taking down the info, the customer then disconnected.	01/25/02	Addressed agent regarding this call, agent stated that she did not remember processing this particular call. Agent was coached on following paying attention when dialing out, issuing immediate credit and following customer's instructions. Agent will receive disciplinary action due to this and previous customer complaints.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6724	01/10/02	5	Customer said agent disconnected them in the middle of her call. I apologized and said the sup would talk to the agent to see what happened. I explained it may have been a tech problem. Customer would like a follow up letter.	01/30/02	Spoke with agent regarding this call, agent did not recall having any problems with any calls. Agent was coached on following proper procedures if a tech situation arises and informed of the consequences of disconnected customers. Also investigated agent profile report there was no pattern of disconnection found on the date above, agent will continue to be monitored by the QA dept
3060F	01/15/02	21	Customer comments: I want to make a complaint the agent nbr is 9051M and sup that assisted on the call. The agent was not familiar with AMR and did not follow procedures for AMR. I asked for a sup, and that sup was deaf. The sup was not following procedures for AMR either, and I expect was trying to retrieve the MSG in real time. I do not believe the sup was capable of following the procedures, both times they claimed that there was no ans. mach MSG, then later said that my ans. mach was broken and was repeating the date and time. There was one MSG there and the CS rep was able to give me that msg. CS rep: I apologized for the customer's inconvenience not able to retrieve his ans. mach msg. Thanked the customer for taking time to let us know and told him the report would be sent to the call ctr so that more training be recommended to all concerned regarding AMR procedures.	01/16/02	Employee left this service before this complaint came to the supervisor attention.
12023	01/15/02	21	Customer stated I wanted English relay but agent 9806F transferred me to Spanish without my permission. I apologized to the customer and advised the customer I would forward the complaint immediately.	01/16/02	Appropriate action was taken with the employee
3066F	01/15/02	3	Caller said the agent started dialing and processing her call before she was finished telling the agent all the info. Apologized for it and explained to her that we will report it.	01/29/02	Spoke with agent regarding this call, agent did not remember this call. However coached agent on the importance of paying attention and waiting for the customer's GA before dialing the nbr. Agent will be monitored by the QA dept to make sure she is following procedures.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12012	01/17/02	21	Customer is filing complaint due to this opr not responding to him. As I approached the computer it was 8 min into the call. The customer stated the opr was not listening. He repeated 6 times the nbr to dial. Also he asked the opr to repeat her agent nbr. She responds with 9250. He is saying she lied to him. I told the person I apologize for the inconvenience and that I would file it and make sure quality assurance got back to him. I also followed up with why the opr lied about the ca nbr.	01/17/02	Spoke to the agent directly after receiving the complaint from the customer. The agent states that she gave the id number 9330 because it was her old id number and she was having a hard time remembering her new nbr. Disciplinary action will be taken against agent for giving the customer incorrect info.
12074	01/18/02	2	This agent needs to be reprimanded for not following instructions. She typed the whole recording. The customer notes said do not type recordings. I apologized to the caller for the service.	01/18/02	I coached the agent on following instructions. I explained to the agent that if the recording keeps transferring she is to inform the customer of that but do not type the recording. The QA dept will continue to monitor this agent to ensure that the customer's request are being followed.
3106F	01/22/02	26	Customer experiencing garbling today with these agents around 5:15p today. Opened TT 04754798. Apologized to customer for the problem and let her know that a tech would look into the problem.	01/23/02	The techs contacted Lyla and made test calls. All went well, there wee no garbles.
3112F	01/23/02	26	Customer reports that he receives intermittent garbling on both incoming and outgoing relay calls. He is concerned as some of his calls are LD and the garbling causes a delay that costs him money. He has checked with his equipment manufacturer who says it isn't an equipment problem. He has checked with the lec who advised there is no interference on the line. I told him some other causes of garbling such as background noises but he says there isn't anything like that near his TTY. I told him I would open a TT to have relay tech check into it further. he asked if the AM call him through relay when the tech finish their investigation.	01/24/02	Tech called the customer and learned that Harry seems to have problems using his Ameri phone Dialogue VCO phone. Tech decided that it's a customer issue.
3114F	01/23/02	29	Customer called CS asking to be branded for VCO as she is a new customer. Her nbr showed up in red as if it were restricted at the lec level preventing me from branding it or adding anything into the db. The customer said that her nbr should not be restricted. I asked her call her lec to have any restrictions removed. She called back and said that a rep at her lec said there are no restrictions on her nbr, but it still showed in red to me and would not allow any branding. I told her I would open a TT to have a tech resolve the issue and that I would complete the branding once the restriction issue is resolved.		TT was resolved and customers line was branded for VCO.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3108F	01/23/02	18	VCO reports this agent was unfamiliar with AMR and disconnected when he requested a sup. Apologized to VCO for problem encountered. Advised complaint would be forwarded to sup.	01/29/02	coached agent on AMR procedures. Agent said customer hung up while agent was waiting for sup.
9771	01/23/02	5	A call was placed to the social security office and the TTY user was placed on hold. Then there was a loud beeping sound. The TTY user complained that the agent disconnected the social security office. Apologized to the customer and informed the customer that I would pass the complaint to the agents sup.	01/30/02	Addressed agent regarding this complaint. Agent stated that after typing the recording she heard a loud continuous beeping sound. She then typed back to the caller that all she heard on the line was a long beeping sound, and the agent disconnected the line because the beeping was continuous. The inbound customer then disconnected. Informed the agent that he should have informed the customer that he couldn't process the call due to the loud tone on the line and requested sup assist.
1729	01/23/02	5	Customer complained that all of the ca who play games and play with TTY users and break the ada law and she wants to sue all relay ctrs. Explained will coach the ca to not hang up on states attorney shays she'll call back to see if they've handled this hung up.	01/30/02	Upon reviewing and researching this complaint it was discovered that the agent 9115 was not logged on at this time listed above. There is no evidence that 9115 handled this particular call, however agent as informed of the consequences of mishandling calls and disconnecting customers. Agent will be monitored closely by the QA dept.
9856	01/23/02	5	Customer called FRS and agent 9949F came on the line. Customer gave operator number to dial. Outbound came on the line; she called IRS to change her address for income tax. Outbound asked for her SSN# and address. Angela gave outbound the info and then there was no answer. Customer stated that the agent must have disconnected outbound. I apologized to the customer and stated that we may have experienced technical difficulties, but will follow-up. I apologized for the inconvenience this caused.	01/25/02	Upon receiving this complaint agent 9949F was blind monitored. There was no evidence found of agent disconnecting in or outbound calls, agent followed all procedures on each call. Spoke with agent regarding this complaint agent did not remember this call. Agent was informed of the consequences of disconnected customers. Agent was also informed to request supervisor's assistance if she is having technical difficulties or loses a call. QA Department will continue to monitor agent.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3117F	01/24/02	5	Customer comments: I was just trying to call my daughter LD and instructed the CA that if we reach and ans. mach that I wanted to leave a msg. As soon as she indicated there was an ans. mach she typed Ga. I know there was not enough time for the entire MSG to have played before my turn to leave the MSG but I did leave the MSG anyway. Afterwards i asked the CA if she was sure the entire MSG was left. She said MSG was left, but then I asked her again just to be sure because it was an important msg. at that time she disconnected me. Now I will need to call back again to try and leave the MSG again, because I'm afraid the MSG was not left in its entirety. That will be LD call. I do not want to be called back regarding this matter but I felt I should report this. CS response: I thanked the customer for taking time to contact our dept and apologized to him for his inconvenience. i told him the report would be sent to the call ctr and I would inform them he does not want to be called regarding this matter.	01/29/02	Upon reviewing this complaint agent was blind monitored, agent was not found to be disconnecting customers. Spoke with agent regarding this complaint, agent stated that she does not remember this particular call. Agent was coached regarding the severity of disconnecting customers and the consequences of doing so. QA dept will continue to monitor this agent to make sure she is following all procedures.
3117F	01/24/02	21			
5225	01/24/02	2	this agent did not follow customer notes. VCO user notes said AT&T. Agent dialed nbr several times without using AT&T. VCO customer kept telling agent the phone nbr and also agent kept asking for nbr to dial. VCO customer got very upset and disconnected the call.	01/29/02	Spoke to agent regarding this complaint. The agent stated that she doesn't remember processing this particular call. Agent was coached on billing procedures and following customer notes. Agent's quality evaluations will be examined for customer notes adherence. QA will continue to monitor agent closely to make sure she is following proper procedures.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3127F	01/28/02	35	Voice customer is very concerned why sprint relay does not offer one set fee for all relay calls of 7 cents per minute and feels that relay calls should be free for the deaf because they take too long with typing. Customer says when relay began all calls were free and paid by the state that it was treated like an 800 nbr for any LD calls. She wants to know why deaf have to use LD when they are using relay in the first place. Thinks agents should provide rate info. Said agent billed the wrong company. I explained that relay calls are discounted and i attempted to offer sprint basic rate info but customer did not want to give any info as to the time of call. I offered her to send us the bill for credit which she refused. I then offered to send customer free sprint calling card which she also refused. I explained I could not answer some of her questions and that I was not aware of any relay service providing free LD calls. I asked her if she would like further contact from the AM which she refused. I gave her the AM's nbr. I thanked the customer for calling and the call end	01/28/02	No customer name or phone number for follow up. - Closed
3142F	01/30/28	5	Customer complained about opr 9812F. This opr assisted with several calls. The first call went smooth but then the next call the customer asked that she repeat the info already typed. I pre typed all the info so the agent could answer the questions to make it smooth. Then went o the next call and the agent never responded and obviously disconnected the call. Customer would like follow up from the AM	02/02/02	Addressed agent regarding this complaint, however she had no recollection of this particular call. The agent did however inform me that she had been experiencing tech difficulties at her terminal on that particular day. The problem went unreported because it was not frequent, the agent stated that at times she would receive partial MSG from customers which eventually led to the customer's disconnecting as they thought the agent was unresponsive. I informed the agent that if such an occurrence takes place a sup should be notified immediately. Also encouraged the agent to fill out a ca feedback form to document the incident. Based on the info given the agent remained transparent and did not get involved in the conversation, she typed the voice persons response to the TTY user and allowed the TTY user to respond. Agents are not allowed to scroll up to retrieve info received earlier in the call.

Complaint Tracking for Florida

February 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3150F	02/01/02	11	Customer said this morning I had 3 calls come in from relay. You must have new oprs that do not know how to process a vco call, because all 3 of these calls that came in, none of them were able to connect to me at all. My friend ended up having to call my neighbor to find out what was wrong with me because they were not able to get through to me with the relay opr this morning. I answered, and waited and waited and waited and no response. Then when they finally do respond it takes over 3 or 4 min for them to come on the line. They need better training for the opor on how to place vco calls. I am sitting here on top of my phone because I am expecting an important call from the hospital and am not able to receive my calls. CS response: I apologized to the customer for the inconvenience and told her I would pass the info along to the AM since she did not have any agent id nbrs, I am not able to determine which call ctr might have been handling these calls. I thanked her for taking the time to call and let us know. She did not request any follow up call, her nbr was taken from the screen.	02/01/02	Reported to training departments.
9978	02/01/02	21	The customer complained that the agent did not dial the number after provided. Agent only sent the ALT 2 macro. Apologized to for inconvenience and attempted to explain what transpired however, the caller would not allow me to respond. The caller constantly interrupted me an eventually disconnected.	02/28/02	Addressed the agent regarding the complaint and she stated she remembered the call. The agent stated that the call came in on the voice line at which time she announced the relay service however she heard TTY tones and pressed F1 to switch lines She then sent the Alt 2 macro, because a nbr had not been provided. The caller became upset and said that he had already provided the nbr. She attempted to explain the call came in on voice line and she had to switch the call over to TTY line. The agent then alerted a sup to verify she had in fact followed proper procedures. However the caller disconnected shortly after the sup spoke with them. Based on the info provided, the agent followed proper procedures.
12124	02/05/02	5	Customer stated that they were very upset. I was making an important phone call because I am pregnant but this agent hung up on my call.	02/11/02	CA does not remember this call. Call occurred Tues and faxed to us on Thurs. CA had 3 days weekend. Info is a week old by the time CA can respond.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3164F	02/06/02	18	Customer states that he wanted to retrieve his MSG and this CA was not familiar with how to do this procedures. He had to play the MSG through twice and still she didn't get them properly. He asked for a sup and another agent came on line and did process the MSG satisfactorily. RCS response: Thanked the customer for letting us know and assured him that we would be sending the complaint in so that this issue could be investigated further.	02/07/02	Addressed agent regarding this complaint and she did remember handling this particular call. The agent stated that she was unsuccessful when attempting to retrieve the vco user's msg. The agent requested sup assist at which time the decision was made to have another agent whom was familiar with the procedure process the call. The agent coached on proper procedures to follow when processing an AMR call. The agent will also be paired with a trainer in order to review the AMR procedures in great detail. However the qa dept will continue to monitor the agent to ensure proper procedures are followed.
3162F	02/06/02	21	Customer complaints that on one occasion they asked for a Spanish speaking agent and that since every time they make a relay call the agent either ask if it's okay to type in English or transfer to a Spanish agent without asking. I apologized to the customer and told them by looking in the database I found that agent 9470 placed a note on 1/15/02 saying types in Spanish. That would explain the service the customer has been receiving since then. The customer never asked for any notes to be entered. I told the customer I would remove the note and that I would take care of the problem. I also noticed that there a note entered by agent 9139 on 12/23/00 Sprint as COC. The customer advised that Sprint is the correct COC but that he didn't ask the agent to enter the info in the notes. I removed the note and put the coc info in the db in the proper place and documented this info for CS records, assigned a reference nbr, and mailed confirmation to the customer. The customer does not wish follow up on this complaint and was satisfied that the situation would be resolved by me.	02/07/02	Addressed both agents regarding this complaint, both agents do not remember entering info in customer's notes. Agents were informed that they are not to enter any notes in the customer's db unless the customer instructs them to do so. Disciplinary action will be taken against both agents.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1740	02/06/02	5	Customer was upset because she said that she gave the opr a nbr to dial and was not finished typing when the opr hung up on her. She could not understand why the opr hung up on her. I apologized for this happening told her I would forward this to opr's sup for them to follow up. Then had current opr place call for her.	02/07/02	Addressed agent regarding this complaint. The agent stated she never received a call like this. She stated that she would never hang up on a caller. She also stated that if she received a call and it switched over to ASCII (back and forth) she would always call over a sup to disconnect the call for her. The agent was coached on the proper procedures for disconnecting calls , the agent also advised that disconnecting a call had sever consequences that could lead up to termination. System records also checked to verify any irregularities and none was found for this agent on this date.
12166	02/08/02	3	The vco user complained that the agent did not turn on vco after her first request. He also stated that the agent did not wait for the GA before she started to dial. The vco came in on TTY and started typing the calling card I information, she did not get a GA from the caller. He said he would have let her know that he was a vco caller after all the instructions were typed. The customer then became abusive stating that the agent is stupid and other vulgar comments, the agent became so upset, she couldn't handle the call, however another agent came and was able to handle the customers call, and I apologized to the customer.	02/10/02	This employee is no longer with us due to reasons unrelated to this complaint.
9848	02/08/02	5	Customer states that this agent hung up on him. I apologized to the customer for the inconvenience, and advised the customer I would further investigate the incident to find out what transpired on the call.	02/13/02	After receiving this complaint the agent's previous evaluations and scans were pulled and reviewed to see if the agent has any previous complaints on disconnecting calls on customers. The agent was also scanned and at the time of the scan was observed following proper procedures. The agent stated that she did not remember the call and would never disconnect on a caller. Although the agent did not have any problem at the time of the scan she was still coached on the severity of hanging up on customers. She was advised that this type of behavior could lead up to and including termination. It was reiterated to the agent if she experienced tech difficulties to always request a sup for assist.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12171	02/11/02	17	The voice person was a mgr. from Verizon customer service. She stated that the opr was very aggressive and extremely rude, when she asked for things to be repeated. I apologized to the customer for the opr behavior and informed the caller that this complaint would be submitted to the QA dept .	02/14/02	After receiving this complaint the agent was blind monitored and her qa file was reviewed. When the agent was blind monitored she was observed speaking a bit harsh at times which was also reflected in previous qa evaluations. The agent was addressed regarding this complaint and she stated that the voice person became upset when she said one moment pls. to pace the person. The agent was advised to pay closer attention to her voice tone when speaking to customers. coached agent on the importance of being courteous and professional to the customer at all times and to always remain in a customer service mode. Also advised the agent that disciplinary actions would be taken and that she would be closely monitored to ensue that she maintains a professional phone image at all times.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12245	02/11/02	21	The customer accused the agent of lying when she informed them that their message was garbled after the calling to nbr had been provided. The customer also became upset when an attempt to locate an agent to relieve the call was unsuccessful.	02/11/02	Assisted the agent on the call and observed where the greeting came across the screen at the same time the TTY user typed his message. Therefore the caller's message came through garbled. The caller then accused the agent of lying and stated 'I would like you to at this CA's screen to see if she is lying to me about my first message being garbled or to see if she got my number if so I want to file a complaint. I explained to the customer that the Ca did not receive the text because the greeting had automatically scrolled across the screen at the same time that they were typing. The caller then said they do not need an explanation that long and asked I would just answer the question. The customer then went on to request another agent because he thought the agent was rude. After observing the screen there was no indication of this . The caller requested a supervisor. I answered the supervisor request and introduced myself, the caller requested a different agent. I explained to the customer we were trying to find another agent that is available . While waiting for the relief
3182F	02/13/02	35	Customer uses split screen telemeter on a 450 mz computer with 32 megs of ram hrrm. He has been experiencing a problem recently in the middle of a relay call. The agent types hello are you there GA hello are you there ga. And he types but agent does not see his typing. He has tried ASCII tdd and that used to work but no longer. Customer inquiring if any recent changes may cause these problems of relay agents not being able to read his typing in middle of call. Advised customer I would forward complaint/ tt to AM and relay tech. No problems encountered with in contact with relay cs. TT 04840810	02/13/02	Customer was contacted via email by FL center tech David Sobalvarro and explained that he can not provide tech support for his pc and to consult with his pc manual or tech support as its not the Sprint service or settings that is causing the problems. Customer understood.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12196	02/15/02	6	The customer stated that this agent made a lot of typos on her call. It was very important phone call made to her husband and she had a hard time deciphering what he was trying to say. Apologized to the customer for the inconvenience and informed them that the issue would be investigated.	02/13/02	After receiving this complaint, the agent was blind monitored. During the evaluation process the agent did not have any typing errors. The agent was addressed regarding this complaint and the agent stated that the voice person was speaking extremely fast as he was trying to get off of his cellular phone. Although the agent made several attempts to pace the voice person he refused to repeat the msg. I informed the agent that if typos are made that it is important that they are corrected. Agent coached to keep the customer informed by letting the TTY user know that the voice person was speaking very fast and that his voice sounded hurried. Agent also advised to inform the TTY user that because the voice person was speaking too fast she could not type the conversation verbatim. The agent is currently enrolled in our typing tutorial program.
3193F	02/18/02	18	This CA was very incompetent at ans. mach retrieval. She claimed that the MSG was unclear but I believe she just did not know how to do the procedure correctly. I believe she needs a refresher course on how to do ans. mach retrieval. Customer stated also that he did not wish to have a call back on this matter. RCS response: Thanked the customer for letting us know and assured that we would send in the info for further investigation into the matter.	02/21/02	Addressed agent regarding this complaint and the agent stated that she did remember handling the call. She was unaware of how to process an AMR call. She stated that she referred to the Program located in her console. She attempted to follow the procedures step by step however, she was still unsuccessful with retrieving the msg. I coached the agent on the steps to be followed when processing an AMR call. I also informed her that if she is unsure of how to process a call that a sup should be notified. The agent understood the procedures after being coached. The agent is a recent graduate and will be monitored closely.
6770	02/18/02	21	Customer would like all ca to be instructed on fax machines. Her line is both fax and TTY. All the CA's hang up because the fax picks up first. She wants them to know to stay on the line because the TTY picks up after the fax. I explained to customer that I would show this to the trainer and offered to set up customer notes. Customers was satisfied - set up notes.	02/18/02	Notes were set up.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6776	02/20/02	21	Customer called for the AT&T opr. As call progressed AT&T opr grew frustrated with inbound customer and asked to speak to a sup. Sup got permission from TTY to come on the line. Opr was complaining that relay opr did not know her job and was not doing it correctly.	02/20/02	Agent was processing call correctly. Sup tried to explain that agent was processing call correctly but AT&T opr rudely interrupted sup by saying I knew I wouldn't get anywhere with you and hung up.
3217F	02/26/02	11	VCO reports that this agent would not take her call. The agents are not processing her calls to annoy her. It's dangerous that relay is not processing her calls. Agent keeps sending your MSG is garbled. Inquired what nbr the customer calls and the nbr she dialed is not the best one I instructed her to always dial the other 800 nbr and nbr given to customer. Caller's nbr is branded vco but no note. I added customer database not vco user. Customer request contact from sup ASAP	02/26/02	Address the agent regarding this complaint and she did remember handling the call. The agent stated that the VCO user had called in on the wrong line and when the caller spoke and provided the calling to nbr she immediately F1. After the greeting finished scrolling across the screen, she pressed ALT V and F4 to prevent the line from switching back to the voice line. The VCO user then provided the calling to Number and she processed the call without any further incident. The agent did not send CTRL 2 to the caller since she was able to hear the VCO user and process the call. Since the correct nbr has been provided to the customer, she should not experience this problem again.
3228F	02/27/02	29	Customer called to report that her Id is AT&T and she instructed the opr to bill AT&T for her Id call. The system would not allow AT&T to be selected. She was transferred to cs for Id coc, however the boxes were checked under billing restrictions. No override, no FON card, no coc. This is preventing calls from going through her selected coc. I apologized to the customer for this happening and told her I was able to see what had caused the problem to occur and I would take care of the problem. I entered a tt 1000017195 to the MO techs, since there was no agent id provided. I instructed the caller to try her call again through relay and that it should now be able to be selected to AT&T. While I was still entering the tt the customer called back saying that the opr still could not select her carrier. I told her that the tt was being entered and I would contact her with the resolution.	03/01/02	Communications were made until a solution was made. Customer now is able to complete calls using national relay svc with billing to AT&T on inter and intra lata calls.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12244	02/28/02	17	<p>The customer stated that she was on a call with her son and she asked that agent 9123M repeat the message and he replied "stick to what you said". She said "Excuse me" and asked that the agent repeat the message and once again the agent replied, "You heard what I said stick to what you said." I apologized to the customer and informed her that I would speak to the agent regarding this matter. I spoke with the agent and he stated that he did not say that. He only defined his agent role by informing her to direct all comments to the TTY user.</p>	03/01/02	<p>I addressed the agent regarding this complaint and he distinctively remembered what transpired on this particular call. The agent stated that while he was relaying the TTY users message, the voice person interrupted and asked that he repeat the message. He then informed the voice person to please direct all comments to the TTY user. I informed the agent that if while voicing the TTY user's message the voice asks him to repeat a part of the message the customers request should be honored in this case. If the GA had been provided already when they asked that the message be repeated, then that information should be relayed to the TTY user so that they may respond which was not the case in this instance. I informed the agent that it was not necessary to define hi role in this case and he was also coached on the importance of following proper procedures. The agents file has been reviewed and there were no negative comments made regarding his professionalism on the phone with customers.</p>

Complaint Tracking for Florida

March 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3247F	03/02/02	34	VCO caller unable to place long distance calls through FL Relay. Relay types a recording "this organization cannot put your call through" (checked the database and "No Sent Paid" restriction was in place checked database records and there should not be any restrictions only Carrier of Choice info was requested in system 2-18-02 removed restriction apologized for problem advised caller to contact Relay to make the call and call should go through without a problem ask for supervisor if problem and contact Customer Service if continue to experience problem. Ms. Ferrone called back same problem supervisor could not put call through advised I would enter complaint and trouble ticket and Relay tech and/or FL Acct Mgr. will contact her beginning of week) TT 21662 emailed to acct mgr.	03/08/02	Tech spoke w/ customer and fixed the problem. Customer able to make relay calls and use Verizon as COC too.
3276F	03/11/02	09	Customer says he was expecting a call from his cousin through the relay service. When the agent was on line with his call from relay she did not translate good at all and also was not polite and was having a conversation with someone else during their call.	03/21/02	After receiving complaint agent was blind monitored. The agent was addressed regarding this complaint however she stated that she does not remember the call. The agent was coached on the importance of translating properly and on the importance of being courteous to all customers. The agent was informed that talking while processing the call is prohibited and can lead to disciplinary action. Due to the severity of the complaint disciplinary action will be taken.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3284	03/12/02	17	<p>Caller said that when he dialed the FL Relay number agent 9189M answered the phone saying "HELLO ITS YOU AGAIN AHHH SHUDDUP - THERE'S GONNA BE SOME SERIOUS SHOPPIN DONE." He told caller that he's gonna look up his number and come find him. Caller said he was afraid. Caller said he thinks the agent should be fired. I apologized several times to the caller and let him know that was absolutely forbidden for agents to act in this manner. I let him know that a formal complaint would be written. Caller requested a call back from a supervisor. Also would like Acct. Mgr. to call him.</p>	03/19/02	<p>Addressed agent regarding this complaint. Agent stated that after he announced relay and requested the calling to # the voice person said Do you remember me and the agent responded no and again asked for the calling to #. The voice person then began laughing an agent he requested calling to #. The voice person then asked for the agent ID# which was provided and the caller informed the agent he was going to get in big trouble as he was going to make a complaint about the agent. Shortly thereafter the voice person disconnected. The stated that he attempted to alert a Supervisor however the caller hung up before one had arrived. The agent informed Supervisor of what had transpired on call and was encouraged to fill out CA feedback form to document the incident. Agent did as instructed and it was forwarded to QA dept. Agent did nothing wrong.</p>
3278F	03/12/02	17	<p>TTY reported calling FL Relay at 1 800 955 8770 and oper 9187 was rude and hateful oper said "what the hell do you want? I am not going to dial the nbr for u u piece of garbage u dial it urself I have caller ID and I am going to report you to the police."</p>	03/13/02	<p>After receiving this complaint the agent was addressed and she stated that she did not remember this call and did not start work on 3/12/02 until 12:00 p.m. The agent was scanned by the QA department, and was not found to be rude to the inbound or the outbound customer. After reviewing the QA file there was no previous mentions of the agent being rude to a customer. Perhaps the customer had an incorrect log in number. The QA department will closely monitor the agent.</p>

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3291F	03/14/02	18	This agent does not know how to do an answering machine retrieval properly. She was very incompetent and gave tech no babble and had me repeat things 3 different times. She finally claimed that there were no messages on the machine which was false information.	03/21/02	Addressed agent about complaint. Agent stated that when the msg. began to play she pressed the Pause play key so that she may relay the message to the VCO user. However the agent did not follow proper procedures for processing an AMR call therefore she was coached on the proper procedures that she should have followed on handling this call. Informed her Supervisor should have been notified since she was clearly in need of assistance. Also informed her that if at anytime assistance is needed notify Supervisor. Agent required to attend AMR refresher.
3288F	03/14/02	02	Caller said he received a relay call and the agent types one word slow then speeds up the next word then slow again. He said agent did not set the typing speed at 30 wpm on the machine so it would be consistent and was displeased that agent did not follow the instructions in his database to set the typing speed at 30 wpm.	03/19/02	Addressed the agent regarding this complaint and he clearly remembers this particular call. The agent stated that after reading the customers notes, he attempted to lower the transmission speed however CTRL down arrow malfunctioned. The transmission speed was stuck on maximum therefore the agent attempted to type slowly to the customer. The customer was dissatisfied and requested a supervisor however the caller disconnected immediately after the request was made. When I inquired about why the customer had not been informed of this problem, the agent stated that the call was very short and he never really had a chance to inform the caller. The agent was coached on the importance of keeping the caller informed. I also informed the agent that a supervisor should be alerted so that they may contact one of our on-site techs to make the necessary repairs. The agent was receptive to the feedback provided. The agent also documented this incident on a CA feedback form in the event that a complaint was made.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12275	03/14/02	21	The customer complained that when agent 9511F relieved her call, she did not verify the calling to nnbr with her before putting the call through. The customer also complained that the agent did not send the GA so that she may respond to what was typed. There were also allot of typos made by the agent.	03/19/02	Addressed the agent regarding this complaint and she vividly remembered this particular call. The agent stated that when she relieved another agent from the call, she immediately identified herself to the caller by typing,(hello this is 9551F continuing the call). The VCO user then began providing her with specific instructions as to how she wanted her calls processed. While the agent was listening to the instructions, she attempted to verify that she had indeed logged into the system by pressing the CTRL Q, which lists that info, however accidentally pressed ALT Q, (Recording Playing). The caller then became very upset and inquired about why the agent was typing while she was speaking. she apologized to the customer and processed the cal with no further incident. There was also a lead agent present while this call was processed to ensure proper call handling. After speaking with the lead agent she informed me that the agent handled the call properly. She stated that the agent send the "GA" immediately after a response was typed to the customer. However, after
3303F	03/19/02	8	Customer received msg. on ans. mach left through FL Relay agent 9854M. Customer played msg. 5 times and could only make out the agent ID nbr. She said there was a very heavy accent and th volume was fading ina and out and this caused her to not be able to understand any of the msg left. I apologized to the customer and told her I wld document her complaint and forward to approriate call center for agnet follow-up.	05/28/02	Agent is no longer employed at the relay center

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12282	03/12/02	3	<p>Agent dialed the nbr to the food stamp and let the phone ring 10 times and then hung up the line. She did not allow for the answering svc to pick up. Customer tried to aske her to stop and redial because they knew that a recording wld come on but the agent hung up onme. Supv Regina explained to the customer our policy and told her the agent's actions wee unacceptable. I apologized to her and let her know that lwld follow up with the agent and forward the complaint to the QA dept for disciplinary action. Thanked for bringingto ouy attetion.</p>	03/19/02	<p>Sup Regina spoke with agent and she stated that she did not recall processing a call to the food stamp office. She was asked if she remembered placing a call to a nbr where the line continued to ring and she stated no she doesn't recall hanging up on a customer they must have the wrong agentnbr. QA rep addressed the agent on the complaint and she stated that after she spoke to the sup she remembered a call but no one answered the line. The ringing macro went all the way. She stated that the customer typed "SK" so she hung up on the outbound line then went "SKSK" The tty user then typed "hello ga" the agent responded by infoming them that no one had answered the line it just kept ringing and the agent disconnected the line. The customer then disconnected the line. The agent was coached keeping the cusotmer informed and never taking control of the call by sending SKSK instead of GA to SK. The agent also addressed on the importance of never hanging up on a customer, and the severity of it. Due to the nature of the complaint disciplinary action will be taken.</p>
12282	03/12/02	5			

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3314F	03/20/02	21	Customer states: "Just made a personal call that took approx 45mins with agent 9736F. At the very end I solicited my opinion not knowing it's against your rules so a Miss Corenza the sup read my whole very personal relay and took my personal address and name out of that info and said she is sending it to quality control and I thibk she is invading my privacy. The conversation I was relaying was of sexual content and I asked everyonce in a whileif she, the agent was ok with it and she said she was fine until the end when Miss Corenza got on the phone. I cld tell it was a different voice so I said, "who is this?" I said "What's going on?" she said the agent called her and said I asked her opinion and the opinion was not sexual it was at the end of my call so I told the supe I know about that rule and she sat there reading my conversation aloud and taking my information for quality control. I am pissed about this and I am making a complaint to you. The supe Miss Corenza was very nasty and unapologetic. Cusotmer wishes to keep his name and nbr confidential.	03/21/02	Agent requested assistance of supe because TTY user was soliciting her opinion in regards to the content of his call. Aent advised customer that she was unable to give her opinion and cust persisted by giving her his # and asking her to call her to call him. Agetn asked customer to hold one moment whiel she requested the assistance of supe. Wen supe intrsuced her self she sted the reason whay she was assiting the agetn. Advised custoemer that agent unableto get involved and was unable to call him. Customer became irate and stated tat she was interfering with his call and invading provacy. Supe explaiend that she had reviewed the call in order to verify the agent's claim and wuld document the call for the agent. Shift Mgr Candida Santana met with supe Corenza to discuss icident. Although te supe followed correct procedure in order to protect the confidentiality of the customer and the agent. Suep was coached on inappropriatness of identifying her name and id# Furhermore supe was coached on steps to follow when complaint of this nature occurs.
3318F	03/22/02	21	Voice caller very upset that CID feature does not worl when she calls her sister and the same thing when her sister calls. The caller ID shows out od area. Customer's is going through troubling times an she wants it fixed now.	03/22/02	Peggy didn't leave us her Ph# for us to follow up. Closed - C.S. will watch for her call in the future.
3330F	03/25/02	21	I have had trouble with the FI agents. They do not know how to use AMR. When I request this feature just now the agent did not know how to use the feature to retrieve my ans. mach msg.. I asked for a supervisor and the agent said there was no supervisor available. I could do aloof up and get the agents ID # but quite frankly I have an entire list of many agents who have not been able to provide this svc to me. The supervisor always tell me that this is a rare request so not many agents know how to do it. The training needs to be improved on this procedure it is currently unacceptable.	03/28/02	In April our center will be conducting AMR refreshers.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12340	03/21/02	17	Customer complained that agent had a nasty attitude while processing their call. The agent was very sarcastic. Everything I said to her she kept saying over and over again. Thank you with a rude sarcastic tone. Apologized to the customer and assured him that this incident will be taken care of immediately.	03/25/02	Spoke with agent, agent stated that after the call was connected a voice person ans. and seemed very confused when the opr announced relay and requested the TTY user. The outbound party repeatedly asked the opr to repeat what she said and was confused about who and what a TTY user was. When te outbound party finally got te TTY user to come to the phone te agent pressed F7 to connect both parities and began the conversation. Inbound customer was upset and sad B**** I told you to ask for Clara" Agent responded with "okay one moment please ,thank you" The agent then began processing the call Informed me she said "thank you" to customer after typing there message as a way to calm them down. When I addressed the agent I informed her she could have the situation in a more appropriate manner by 1st apologizing to inbound customer. Agent was also informed that she should have kept the inbound customer informed by pressing F7 to let her know what was transpiring. Due to the nature of complaint disciplinary action will be taken.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3328F	03/24/02	21	The customer complaining about Shawn at the FL center. He said that Shawn would not process his call to nbr xxx xxx xxxx. That nbr is a live girls nbr, when the call first starts it comes in like it is going to be a party line call. He doesn't have the id # of the agent but kept repeating that she was very prissy and didn't want to process the call and when he asked for another opr she got Shawn instead. He also didn't know who he spoke with in our office that had told him that it was okay for that call to be made since I didn't have his access code (and really did not want it, I have no want of knowing exactly how many people are on this "live sex" call). He then started complaining about being discriminated against because of his disability. He would start complaining about one thing and then go on to something else overtime. First he today me that he had not told Shawn today what the circumstances of the call were, then a couple of sentence later he said just the opposite. I let him know that I would write up a complaint and forward it. In going back through c	03/26/02	Addressed the supervisor and agent regarding this complaint. Due to the nature of these types of calls, the Supervisor got involved to ensure that appropriate procedures were followed and te agent was not asked to relay the call in a manner that is not consistent with policy. Procedure was reviewed with both the Supervisor and agent. It was further investigated by C.S. and the info digits indicate that he made the calls from a prison.

Complaint Tracking for Florida

April 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3351F	04/02/02	24	Caller was having problems dialing several numbers from her phone on 4/1/02. She was constantly getting a busy signal. I apologized to customer for the problem and let her know a trouble ticket would be issued on the matter. TT 1000075733.	04/02/02	Techs resolved problem w/ ESOC and informed customer that problem was fixed. All ok now.
3356F	04/02/02	29	"My caller ID is not working for my Relay FL calls, it has not been working since March 18, 2002. Also when AL call to other people who have Caller ID the caller ID is not working through Relay either. The caller id msg. only says "unknown" no name no number. Several of CA ID numbers when receiving calls are 9480F and 9164F.:	04/09/02	Tech fixed problem April 9th. I called Cary and spoke to him. He said everything is fine now.
3364F	04/03/02	29	Customer reports that when he calls to 561-967-7388 directly his name and nbr appear on the caller id unit. When he dials 711 to call the same nbr through FL relay it appears on the caller id unit as unavailable. He says up until the past tow weeks his name and nbr appeared on the unit through relay, now all relay calls show as unavailable.	04/09/02	Techs fixed the problem. Msg. was left at customer to inform him of the fix on April 9th.
12369	04/04/02	29	The customer complained that she is unable to make long distance calls through the relay center. She stated that when the agent dialed the calling to nbr, a recording was reached stating that her long distance service had been discontinued. It also instructed the customer to call customer service however she stated that she had already spoken to customer service and was told that the problem had been fixed.	04/04/02	TT was followed up again and resolved. Alright now.
12289	04/10/02	18	The customer stated that agent 9167M did not leave the entire msg. on their answering machine.	04/14/02	Addressed the agent regarding this complaint however he had no recollection of this call. The agent stated that he always leaves the complete message on answering machines. The agent was asked what the would do in the event that the ans. machine timed out before the entire msg. could be left, and he sated that he would informed the caller what transpired and he would redial to continue leaving the remainder of the msg. The QA dept has monitored the agent and he was observed leaving the msg. in its entirety on the ans. machine. However we will follow up with scans and evaluations.

Complaint Tracking for Florida

Tracking	Date of	Cat. #	Nature of Complaint	Date of	Explanation of Resolution
#	Compl.	Compl.		Resolution	
3393F	04/11/02	17	Customer placed a call for a job interview yesterday. The person hung up on him. Customer says he called the boss of the secretary who had hung up on him. The boss said "it was strange because usually she is very nice. So he asked her and she said that it was because the relay operator was very rude yelling at her so she hung up."	04/18/02	Coached agent how to politely explain relay to first time user.
12292	04/14/02	21	The customer stated that agent 9532M, dialed the wrong number. When the caller asked the agent to make sure that he dialed the correct number, he redialed the nbr but there was no answer. However when the customer went next door, the person was at home and they stated that they had not received any relay calls recently.	04/14/02	Addressed the agent regarding this complaint and he vividly remembered handling this particular call. This agent stated that he dialed the nbr that the customer provided. However, after he announced the relay service, the voice person informed him that he dialed the wrong nbr and immediately disconnected. At the time he was unable to inform the caller because they had already begun typing their message. After the "GA" was provided, he typed the voice person last comments before they disconnected followed by, (Person hung up) Ca XXXX GA or SK. The TTY asked him to repeat the nbr and he dialed to them, at which time he typed the nbr as requested. He sated that he compared the nbr t other one provided by the customer and the nbr that he did in fact dial and they ere exactly the same. The customer then informed him to redial the nbr however an unidentified person answered and hung up without saying anything. The customer was informed of what transpired and they chose to end the call. The agent was informed to always verify the calling to nbr before

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12404	04/15/02	05	The customer stated that the agent did not do a good job processing their call. The customer requested that I process the call for him, while processing the call, the outbound customer stated that the agent hung up on her.	04/18/02	After receiving this complaint the agent was blind monitored to further investigate. The agent performed exceptionally while being monitored. Addressed the agent regarding this complaint and she did remember this particular call. The agent stated that after she announced the relay service to the outbound voice customer, they repeatedly said "Hello, Hello?" Since the TTY user had previously informed her that the voice person was hard of hearing she spoke loudly so they would be able to hear her however the voice person disconnected despite her efforts. The TTY user was informed of what transpired on the call and he accused the agent of not doing a good job on his call. The agent also stated that she did not hang up on the voice person it was in fact the reverse. The QA dept will follow up with scans and evaluations.
3427F	04/18/02	5	Customer said: Hello this is Rosalyn and I am complaint to report on Relay FL opr 9644F she hung up on me when I asked for redialing two times then she hung up I don't like this GA (call took place approx. 12 noon today 4/18/02)	04/18/02	After receiving this complaint the agent was monitored to further investigate. The agent was not observed disconnecting calls while be blind monitored. Addressed agent regarding this complaint, however she had no recollection of the call. The agent stated that she is aware of the consequences of disconnecting calls and understands that supervisory personnel are the only person authorized to do so if deemed necessary. She also stated that if she experiences any problems on a call, she would not disconnect on a customer, she would simply request supervisory assistance on the call. The QA dept will follow up with scans and evaluations.

Complaint Tracking for Florida

Tracking	Date of	Cat. #	Nature of Complaint	Date of	Explanation of Resolution
#	Compl.	Compl.		Resolution	
12323	04/18/02	21	The TTY user stated that she placed call to an accounting office and there was a long pause from the agent. She typed, " Hello, are you there?" but there was no response. She noticed the red light flashing rapidly on her TTY. At that point, she realized that the line was disconnected.	04/19/02	The agent was blind monitored after receiving this complaint. The agent was not observed disconnecting calls while being monitored. Addressed the agent regarding this complaint, however she had no recollection of this call. The agent stated that she did not have any type of technical problems at her terminal neither did she disconnect a call. Nonetheless, the agent was coached on the importance of not disconnecting calls and was made aware of the consequences of doing so. The QA dept will continue to monitor the agent to ensure appropriate call handling.
12136	04/19/02	04	Customer called in and stated that the agent did not keep her informed as to when the party had disconnected. The agent took a long time to respond.	04/19/02	Met with agent regarding this complaint. The agent was coached on the importance of keeping the customer informed and responding to customers in a timely manner.
3437F	04/22/02	11	VCO reports that opr 9190F did not process an incoming VCO call correctly. Opr did not type what the voice person said. Finally opr typed short msg. to meet or call friend at specific time. VCO called her voice friend to confirm and her friend also reported having a problem with opr 9190F not processing call correctly.	04/25/02	Met with agent. Coached agent on proper procedures to follow when handling both non-branded and branded VCO calls.
3443F	04/24/02	21	Do not call customer--He does not want to be contacted (phone taken from screen) "I have a complaint to make about agent 9242F. I suspect drug use by the operator. She was very slow to respond, taking 10 to 15 seconds preceding any response then up to 30 seconds. Then when she did respond the responses had no bearing on the information requested. I had also asked for AMR and she did not seem to know how to perform this function or did not want to perform the procedure. The overall call procedure was very poor."	05/29/02	At the time of the complaint the agent was in training. Agent was coached by her trainer on the importance of responding to the customer and if she was experiencing problems she should request for assistance. Also advised agent to keep customer informed throughout the call process.

Complaint Tracking for Florida

Tracking	Date of	Cat. #	Nature of Complaint	Date of	Explanation of Resolution
#	Compl.	Compl.		Resolution	
3444F	04/24/02	18	VCO caller upset that Relay will not process answering machine messages for him he states that 9123F refused to process his call (when VCO called into Customer Service he stated the problem and immediately turned on answering machine message I informed him that Relay would need to have his request and then process the call for AMR but he refused to accept that Relay could not simply start typing a msg. when he turns on answering machine without advising Relay caller will not request supervisor caller assumes he is being discriminated against and will continue to complain)	04/26/02	Met with agent and coached agent on procedures to follow when processing an AMR call. (see customer service representative comments above).

Complaint Tracking for Florida

May 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12412	05/01/02	05	Agent 6158F disconnected the call while attempting to transfer to Sprint Customer Service.	05/08/02	Coached agent on proper transfer procedures.
3459F	05/01/02	18	VCO caller reports that agent 9179F did not know how to retrieve ans mach messages. Had to check for info on procedures. He waited one minute, then agent only typed date and time on answering machine and advised that was only info provided. VCO stated that agt was incompetent, unfamiliar with procedures. VCO stated he continues to have problems with answering machine messages being retrieved. (Caller very upset and refused to provide any further info; hung up before I cld apologize or clarify)	05/01/02	Met with agent. Coached agent on proper procedures to follow when processing an AMR call. Our center is currently conducting refresher on this procedure.
12424	05/07/02	04	Customer gave the opr a nbr to dial however the opr did not respond. The callers typed "hello, hello, and still no response.	05/09/02	Met with agent. Coached agent on the importance of maintaining a professional phone image when speaking with customers. Also coached him on the importance of responding in a timely manner.
3478F	05/08/02	33	I am very upset that my mother keeps being billed by Sprint for her long distance calls she makes thru Florida Relay. She uses VCO and her nbr is 863-420-9939. We have all her current data entered into the system, listing her carrier of choice for long distance calls as Verizon. It is in her customer notes, but month after month the Verizon bills show charges from Sprint for relay calls. This is very frustrating, as we have to continue to fax or mail my mother's phone bill from Verizon to the customer service department to have credit issued for the billing error. This should not have to be dealt with every month.:	06/05/02	Able to confirm Customer's notes appear at the agent's console. Training issue: Agents did not pay attention on notes. Passed out memo on every agent's console to watch on customer notes.
12437	05/10/02	07	customer complained that agent 9421F did not type accurately and requested that another agent process his call.	05/10/02	Met with agt. Coached agt on the important of typing verbatim and accurately to ensure the customer understands what the voice person is trying to communicate to them.
3483F	05/10/02	21	This complaint has to do with the 9000 center in Miami. Did they just hire these people off the rafts or what? I tried to get AMR-answering machine retrieval and went thru the standard procedure. I asked for AMR and the relay opt refused to respond to me and just kept typing, number you are calling to please, nbr you are calling to please." This went on two or three times. I was not able to get my messages. I did not ask for a supervisor because that will not improve the service any. I do not want any response to contact back about this complaint. I just want better service.	05/10/02	Met with agent. Coached agent on the importance of asking the customer to repeat information when it was not heard as opposed to requesting the calling to number. Our center is currently conducting AMR refreshers and this agent has attended.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12140	05/11/02	24	Customer complained that there is a problem with the French/Creole Relay nbr because every time he dials the French/Creole nbr her does not get a response.	06/07/02	Customer called wrong nbr. The correct # is 877 955 8707. Trouble Ticket: there is no problem with the toll free nbr for the Frech Creole.
3491F	05/12/02	21	HCO reports: "I'm complain that man named supervisor Charles at Florida Relay was reading my private call without being sumoned to the Relay agent told me he kept reading it I'm mad this is third time today Relay agents tell me this man keep reading people screen without being sumoned"	05/15/02	Met with Supevisor and agent. Supervisor was requested because customer wanted the agent to deviate from proper procedures and transparency.
3498F	05/14/02	24	Customer cannot reach French FL relay service number at 1 877 955 8707. He dose not get any ringing or any one talking or typing. RCS response: Tried calling French Relay service from the customer's number while he was on line and the same thing happenend. It wld not ring and no one answered, just dead air. The call was made twice and still no answer. RCS called the same nbr from the RCS office phone and the call went thru fine, Relay answered on the first ring.	06/12/02	Tech make 10 test calls, appears that the system is working as designed.
12401	05/15/02	17	Customer stated that the operator used a very rude tone when speaking with him after he asked the operator who is calling at the beginning of the call. Customer was very upset about this incident.	05/16/02	Met with agent. Coached agt on the importance of remaining professional and friendly when speaking with customers.
3005G	05/15/02	07	Caller said did not seem to have situational awareness; his reponses were extremely slow; caller said this problem has been ongoing with the 9 series agents and caller wld like to know why?	06/07/02	1. Sent fax to USA Relay for resolution on agent. 2. Spoke w/CA. Coached him to keep caller informed if something slowed him down. HT is fairly new and may have had problems setting up the call.
8890	05/16/02	29	Customer complaining that voice user Caller ID does not show up. Relay always shows up as "not available". Customer is paying for Caller ID and wants voice user's nbr to show on Caller ID. Says has always worked in the past but not over last couple of days. Customer wants call back on 5/17/02 via TTY or Relay. Trouble Ticket has been entered. Ticket nbr is 1000178751.	05/17/02	1st attempt: contacted customer on May 17th @ 4:57 p.m. Apologize to the customer for the inconvenience that he is currently experiencing. Also informed the customer that our technicians are aware of the problem and are working to correct the configuration problem. The customer was satisfied with the resolution provided and was thankful for the follow up with him.
3009G	05/17/02	29	Customer reports that incoming calls thru FL Relay that appeared on his caller ID unit two days ago, are appearing as unavailable for the past two days.	06/10/02	1. no answer 2:55pm June 10, Tech placed tests calls on our test positions. Found a problem maybe that call may have dropped. Possible ISDN outline where it was not complying through incoming.

Complaint Tracking for Florida

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4672	05/18/02	00	Bobby was very upset. He called Relay to place a call and the agent never responded. Gave # to dial and kept typing hello? Hello. Are you there? GA No response from agent at all. Call never completed. Apologized to customer and stated agent wld be coached. Bobby does not require followup. Thanked customer for info.	06/07/02	Received on 6/7/02. Met with agent. Coached agent on the importance of responding in a timely manner.
6894	05/20/02	21	Mr. Buck complained that his sup at work had received a Relay call and had found the agt "unclear and unprofessional."		sup apologized for the poor service and said he wld share this report with the trainer. (Mr. Buck did not have an agt nbr.) As Mr. Buck explained the problem it sounded --to this Relay Sup--as though the agt was NOT at fault but that Mr. Buck's Sup had not understood the Relay call and in fact had thought it was a telemarketing call and hung up on the agt. The sup's remarks about the agt being "unclear and unprofessional" had to do with the scripting that was used, not the performance of the agent. Sup suggested that Mr. Buck give his supervisor a "heads up" that he wld be receiving Relay calls. The sup also suggested that Mr. Buck provide some info to his sup about Relay calls so that his sup wld know what to expect and how to identify them. Mr. Buck agreed that he wld do so. Relay sup said he wld pass Mr. Buck's comments along to our trainer. Mr. buck agreed this wld be a good idea. No call back was needed.
3013G	05/22/02	22	VCO customer reports that relay oprs do not respond to his voiced dialing instructions.	06/10/02	1. Busy 305p June 10, 2002. 2. No answer 310p June 10, 2002. Tech verified customer was rebranded as tty as oppsed to the original. Have rebranded as requested back to VCO thru the #ANI database.
3023G	05/23/02	24	Customer reports that no answer when dialing the Spanish dedicated nbr 1 877 955 8773. Says other deaf have had some trouble over past two weeks.	06/10/02	1. No answer 3:00pm June 10, 2002. Tech made some test calls/all calls were connected to Spanish agent either FL or TX centers. System appears to be working properly.
3036G	05/26/02	22	Customer states her CDB infor has never been available to her when she calls Relay. Reference No. FL 01.128 shows customer's completed CDB form was returned and updated in Customer Service on 8-16-01.	06/06/02	Her CDB is working and back on system, made some test calls and customer notes appeared on screen.
3036G	05/26/02	27			
3052G	05/30/02	24	Customer was unable to dial her local telephone business office (Bell South) The repairman cld dial it from her phone with no problem without relay. Trouble ticket #211389 was opened.	06/06/02	Dial 611 thru relay for Bell South customer SVC. 611 is not relay. 611 is for Bell South.